Elfatih Farah

Passport: p13544527 | **Work permit:** Libyan, Sudanese | **Date of birth:** 1 Jan 1994 |

Place of birth: Alsalam, Sudan | **Nationality:** Sudanese | **Sex:** Male | **Phone:**

(+218) 0930392538 (Mobile) | **Email:** alfatihmh@gmail.com | **Website:**

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Address: Libya-Tripoli-Ayn zarah- Abuzahir Street, Nasir, 00000, Tripoli, Libya (Home)

Address: Libya-Tripoli-Ayn zarah- Abuzahir Street, Nasir, 00000, Tripoli, Libya (Work)

ABOUT MYSELF

Professional ICT Engineer with more than 7 years experiances in this field As following:
1- Network Administrator : WANs, LANs, and wireless networks, Cisco, Huawei
2- VSAT installing,
3- System Administrator : Ubuntu Servers-Windows servers -Virtualization VMware, Proxmox,
4- Senior IT Technical support engineer: maintain PCs, printers, scanners, UPSs, and other hardware

WORK EXPERIENCE

TIC-LY – TRIPOLI, LIBYA

Address Libya-Tripoli-Ayn zarah- Abuzahir Street, Nasir, 00000, Tripoli, Libya

SENIOR TECHNICAL SUPPORT ENGINEER – 1 FEB 2025 – CURRENT

1- install and emplement ERP SIRAJ AND CRYSTL systems
2- provide technical support for ERP system and users
3- Provided advanced technical support for network systems
4- troubleshooting complex issues to ensure minimal downtime and optimal performance
5- Collaborated with engineers to develop innovative solutions for customer challenges
6- enhancing user satisfaction and loyalty, Managed escalated technical inquiries
7- guiding junior team members in problem-solving and fostering knowledge transfer for technical excellence
8- Conducted regular system audits and performance assessments, driving continuous improvement in network reliability and efficiency
9- Developed and maintained documentation for technical procedures and network configurations,
10- facilitating knowledge sharing and standardization across the team
11- Traine end-users and technical staffon new technologies and best practices, promoting strong
12- understanding and adoption of network solutions

MINISTRY OF FINANCE – ALFULAH, SUDAN

SYSTEM ADMINISTRATOR - CONTRACT – 14 NOV 2022 – 10 APR 2025

1- Perform server administration tasks (ex: user/group, security permissions, group policies, print services);
2- research event-log warnings and errors; and monitor resources to ensure that systems
3- architecture components work together seamlessly
4- Monitor data-center health using existing management tools,and respond to hardware issues as they arise;
5- help build, test, and maintain new servers when needed
6- Maintain internal infrastructure requirements, including laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet, LANs, WANs, and network segments
7- Assist the help desk and other teams with troubleshooting to identify root cause, and provide
8- technical support when needed
9- Perform routine and scheduled audits of all systems, including backups

ALSALAM UNIVERSITY – ALFULAH, SUDAN

UNIVERSITY DEPARTMENT HEAD OF COMPUTER NETWORK – 1 AUG 2020 – 12 DEC 2022

1- Led the strategic planning and execution of network infrastructure initiatives to align with organizational goals .
2- Managed a team of network professionals,fostering skill development and performance improvement in network operations.

3- Oversaw the design, implementation, and optimization of robust network systems to enhance connectivity and performance across multiple locations.
4- Collaborated with cross-functional teams to deliver network solutions that addressed critical business needs and improved operational efficiency.
5- Ensured compliance with industry standards and regulations, maintaining high levels of network availability and reliability.
6- Designed and executedacomprehensive training program for network staff to enhance technical skills and improve team dynamics.
7- Evaluated existing network infrastructure and implemented advanced technologies to increase efficiency and reduce operational costs.
8- teaching computer networking and computer scince to university students

🏛 **NMSF-NATIONAL MEDICAL SUPPLIES FUND - WEST KORDUFAN STATE BRANCH** – ALFULAH, SUDAN

IT TECHNICAL SUPPORT – 1 MAR 2018 – 13 FEB 2019

Provided technical support for network issues, ensuring timely resolution and minimal downtime.
Assisted users in troubleshooting hardware and software problems related to access and connectivity.
Conducted training sessions for staff on best practices for usage and cybersecurity awareness.
Documented configurations and changes for compliance and future reference.
Performed regular health checks and audits to proactively identify areas for improvement for devices.

🏛 **ALSALAM UNIVERSITY** – SUDAN, SUDAN

NETWORKS ADMINISTRATOR – 1 FEB 2018 – 2 AUG 2020

1- Configuring network hardware and software: switches and routers Configuring wireless point to point networks for remote offices and colleges Fully supporting,
2- configuring, maintaining and upgrading University networks and servers Installing and integrating
3-new server hardware and applications Keeping an eye out for needed updates Monitoring the
4- networking to ensure the stable of connectivity and security

EDUCATION AND TRAINING

15 MAY 2015 – 16 OCT 2018 Alfulah, Sudan
3 YEARS TECHNICAL DIPLOMA - COMPUTER NETWORKS Alsalm university

Website www.alsalam.edu.sd

17 SEP 2022 – 9 DEC 2022 online, Sudan
GOOGLE IT SUPPORT CERTIFICATE Google

14 JUL 2022 – 7 DEC 2022 online, Sudan
GOOGLE PROJECT MANAGEMENT CERTIFICATE Google

7 JAN 2020 – 29 MAY 2020 Online, Sudan
ICSI CNSS CERTIFIED NETWORK SECURITY SPECIALIST ICSI,UK (International CyberSecurity Institute)

9 APR 2020 – 31 MAY 2020 online, Sudan
NSE 1 NETWORK SECURITY ASSOCIATE - ID = KWSIOGT4A Fortinet

3 APR 2020 – 29 MAY 2020 online, Sudan
NSE 2 NETWORK SECURITY ASSOCIATE - ID = TQDONMNRHO Fortinet

14 APR 2020 – 15 MAY 2020 online, Sudan
CERTIFIED VSAT INSTALLER FROM SATOMS satoms

7 OCT 2018 – NOV 2018 Online, Sudan
INTRODUCTION TO NETWORK OPERATIONS: UNIX/LINUX, NETWORKING AND DNS Sudan NOG and Internet Society

3 NOV 2019 – 29 DEC 2019 Online, Sudan
BUILDING WIRELESS COMMUNITY NETWORKS Internet Society

13 SEP 2020 – 18 OCT 2020 Online, Sudan
DETECTING AND DEFENDING AGAINST CYBER THREATS IT Masters

13 JUN 2020 – 7 JUL 2020 Online, Sudan
ONBOARDING: INTERNET SERVICE PROVIDERS AND CONNECTIVITY PROVIDERS (ISPCP) ICAAN

PROJECTS

7 AUG 2023 – 13 OCT 2023
Design and implement the DATA CENTER of The ministry of finance and labour forces

1- Installing and configuring computer networks, systems, and devices includes software, next-generation firewalls, virtual private networks (VPNs), wide area networks (WANs), local area networks (LANs), virtual local area networks (VLANs), routers, and other physical network-related hardware
2- Develops and implements long-range technical solutions for the best-of-breed network infrastructure to support the business units.
3- Planning includes network sizing, performance monitoring, and cybersecurity solutions
4- Prepares and maintains documentation for network cabling, backup, disaster methodologies and procedures, and connectivity infrastructure. Ensures that documentation is available and up to date.

7 JUL 2017 – 31 AUG 2017
Design and implementation the computer network of alodaya technicalcollege, Sudan University of Technology

1- Installs and maintains LAN and WAN hardware infrastructure. Coordinates installations or upgrades with users, building facilities staff, vendors, electricians, and other technical services staff
2- Prepares and maintains documentation for network cabling, backup, disaster methodologies and procedures, and connectivity infrastructure. Ensures that documentation is available and up to date.

1 JUL 2021 – 7 AUG 2021
Design and implementation of the Dspace and Koha library repository of Alsalam university with Ubuntu Server

Write here the description...

3 MAR 2022 – 29 MAR 2022
Design and implementation of computer lab of the faculty of arts, Alsalam University

LANGUAGE SKILLS

Mother tongue(s):   **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C2	B1	B1	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

SKILLS

Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access ⎮ Linux (Red Hat, Debian) ⎮ Microsoft Windows Server All Versions ⎮ WordPress and Wix ⎮ Virtualization Systems support Admin Hyper-V and Vmware ⎮ Technical Tools (Linux OS, Windows OS, Python Programing, AWS Infrastructure, VMware 6, Visio) ⎮ Strong Time Management ⎮ Hardworking and Effective

VOLUNTEERING

3 APR 2022 – CURRENT Sudan
CO-FOUND of Be strong orgnization

Found of orgnization that work on women empowerment field

17 MAY 2018 – CURRENT Sudan
Member of internet society - sudan chapter

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17 JUL 2017 – CURRENT Sudan
Member of SDnog -Sudan