



Elfatih Farah

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

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

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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 6 years experiences in this field As following:

- 1- Network Administrator : WANs, LANs, and wireless networks, Cisco, Huawei ,VSAT installing
- 2- System Administrator : Ubuntu Servers-Windows servers -Virtualization VMware, Proxmox,
- 3- 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

Provided advanced technical support for ERP systems - Siraj and Crystal

Provided advanced technical support for network systems

troubleshooting complex issues to ensure minimal downtime and optimal performance

Collaborated with engineers to develop innovative solutions for customer challenges

enhancing user satisfaction and loyalty, Managed escalated technical inquiries

guiding junior team members in problem-solving and fostering knowledge transfer for technical excellence

Conducted regular system audits and performance assessments, driving continuous improvement in network reliability and efficiency

Developed and maintained documentation for technical procedures and network configurations, facilitating knowledge sharing and standardization across the team

Trained end-users and technical staff on new technologies and best practices, promoting strong understanding and adoption of network solutions

ALSALAM UNIVERSITY – ALFULAH, SUDAN

UNIVERSITY DEPARTMENT HEAD OF COMPUTER NETWORK – 1 AUG 2016 – 12 DEC 2021

- Led the strategic planning and execution of network infrastructure initiatives to align with organizational goals .
- Managed a team of network professionals,
- fostering skill development and performance improvement in network operations.
- Oversaw the design, implementation, and optimization of robust network systems to enhance connectivity and performance across multiple locations.
- Collaborated with cross-functional teams to deliver network solutions that addressed critical business needs and improved operational efficiency.
- Ensured compliance with industry standards and regulations, maintaining high levels of network availability and reliability.
- Designed and executed a comprehensive training program for network staff to enhance technical skills and improve team dynamics.
- Evaluated existing network infrastructure and implemented advanced technologies to increase efficiency and reduce operational costs.
- teaching computer networking and computer science to university students

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

IT TECHNICAL SUPPORT – 1 MAR 2016 – 13 FEB 2020

- 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 2016 – 2 AUG 2020

- Configuring network hardware and software: switches and routers Configuring wireless point to point networks for remote offices and colleges Fully supporting,
- configuring, maintaining and upgrading University networks and servers Installing and integrating new server hardware and applications Keeping an eye out for needed updates Monitoring the 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

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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