MOHAMEDM ELMUSTAFA ELZAIN AHMED TAHA

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Sudanese | 25 years old | Arabic: Native English: Professional

OBJECTIVE

Dedicated IT Support Specialist and ERP Systems Administrator with strong experience in system administration, end-user training, and enterprise resource planning implementation. Blends a technical foundation with creativity, developed through roles in software development and graphic design. Proactive, adaptable, and committed to delivering effective IT solutions that drive business efficiency.

EXPERIENCE

Technical Support Specialist

Green Valley Fertilizer Company | Riyadh, KSA   **Oct 2024 – Present**

- Provide Tier-1 technical support for 200+ end-users via Zendesk and ServiceNow, achieving a 95% satisfaction rate.
- Troubleshoot and resolve Windows and Linux workstation issues, software installations, and network connectivity (TCP/IP, VPN, DNS).
- Administer Active Directory and Azure AD, including account provisioning, group policies, and password resets.
- Develop and deliver end-user training sessions on Microsoft 365 applications and internal tools, reducing support tickets by 20%.
- Maintain and update the knowledge base with step-by-step guides and FAQs, improving first-call resolution by 15%.

Graphic Designer

Green Valley Fertilizer Company | Riyadh, KSA   **Sep 2023 –Sep 2024**

- Designed product packaging and promotional assets in Illustrator and InDesign, adhering to brand guidelines.
- Streamlined asset creation workflows with templates and version control, reducing production time by 30%.
- Built internal applications using Next.js, React, Tailwind CSS, Supabase, and Prisma ORM to automate order processing.
- Implemented secure authentication and authorization using NextAuth.js, JWT, and role-based access controls.

Monteur & Product Designer

Adwa Alfeket Media Co. | Bisha, KSA   **Feb 2022–Sep 2023**

- Applied advanced digital styling and color grading techniques in Photoshop and Lightroom to enhance product imagery.
- Configured studio lighting setups and camera settings to meet diverse project requirements, improving shoot efficiency by 25%.
- Coordinated client bookings and managed studio resources, ensuring 100% utilization during peak periods.

Freelance & Internship IT Projects
Remote & On-site   **Jul 2021 – Jun 2022**

- Deployed and managed Windows Server and Ubuntu/CentOS environments on VMware and Hyper-V platforms.

- Configured and maintained Active Directory, Azure AD, DHCP, and DNS services for multiple locations.

- Implemented Odoo ERP modules (Sales, Finance, Inventory) and conducted hands-on training for 50+ users, reducing manual processes by 40%.

- Diagnosed network issues (VPN, routing, switching) and applied firewall rules, achieving 99.9% uptime.

Frontend Developer
El-Salami Sudan Bank | Khartoum, Sudan   **Jan 2021–Dec 2022**

- Developed responsive web interfaces using React.js, Next.js, and Tailwind CSS for customer-facing banking portals.

- Integrated RESTful APIs and optimized state management with Redux, improving page load times by 30%.

- Led Plutora release management for CI/CD pipelines, enhancing deployment stability and reducing rollbacks by 40%.

- Collaborated with QA and security teams to implement OWASP best practices, mitigating XSS and CSRF vulnerabilities.

SKILLS AND ABILITIES

Technical Skills

- **Operating Systems:** Windows Server (2008–2019), Ubuntu, CentOS.

- **Networking:** TCP/IP, DNS, DHCP, VPN configuration & troubleshooting.

- **Directory & Identity Management:** Active Directory, Group Policy, Azure AD.

- **ERP Platforms:** Odoo (Finance, Inventory, Manufacturing modules), basic SAP.

- **Web & Front-end:** React, Next.js, Tailwind CSS, HTML5, CSS3, basic JavaScript.

- **Backend & Databases:** Node.js, Express.js, MongoDB, MySQL, Microsoft SQL Server, Prisma ORM, Supabase.

- **Authentication & Security:** NextAuth.js, JWT, Oauth.

- **Scripting & Automation:** PowerShell, Bash.

- **Virtualization & Cloud:** VMware ESXi, Hyper-V, Microsoft Azure fundamentals.

- **Productivity Suites:** Microsoft Office 365 (Word, Excel, PowerPoint, Teams).

Soft Skills

- **Problem Solving:** Analyze technical issues and deliver effective solutions.

- **Communication:** Translate complex processes for non-technical users; clear documentation.

- **Teamwork:** Collaborate seamlessly across cross-functional teams.

- **Time Management:** Prioritize tasks and meet project deadlines consistently.

- **Adaptability:** Quickly learn new tools and adjust to changing environments.

- **Customer Service:** Provide responsive support and ensure high user satisfaction.

EDUCATION

Bachelor of Science in Computer Science   **2021**
National Ribat University, Sudan   GPA: 3.30 / 4.00
Relevant Coursework:

- Data Structures & Algorithms

- Operating Systems

- Database Systems

- Computer Networks

- Software Engineering

- Web Development

- ERP Systems

Honors & Awards:

- Dean's List (2018, 2019)

- Academic Excellence Award for Final Year Project

LEADERSHIP

- **Academic Secretary**, Student Union, National Ribat University, Sudan | 2018 – 2020
  • Managed meeting agendas, documented minutes, and coordinated communication between student groups and university administration.

- **Vice President**, Student Union, National Ribat University, Sudan | 2020 – 2021
  • Led an executive board of 12 members, organized campus-wide events and workshops, and represented student interests in university governance committees.

CERTIFICATIONS

- **Cisco CCNA – Networking Fundamentals**
  Cisco Networking Academy, 2021
- **Microsoft Certified: Azure Administrator**
  Microsoft, 2022
- **ERP Implementation & Best Practices**
  Internal Corporate Workshop, 2023

REFERENCES

Available upon request.