

# MOHAMMED FARAG

## IT ENGINEER

✉ mmusa3914@gmail.com ☎ +966543769518 📍 Riyadh - Saudi Arabia

### ABOUT ME

I am a dedicated and customer-oriented IT Support professional with a passion for helping others resolve technical issues. I have a solid foundation in IT systems, hardware, software, and networking. My goal is to ensure that users have a smooth and efficient experience with technology by promptly addressing their concerns and providing effective solutions. With excellent problem-solving skills, I thrive in dynamic and fast-paced environments. I am adept at troubleshooting various technical issues, ranging from hardware malfunctions to software glitches. I have a strong understanding of operating systems, such as Windows and macOS, and I am familiar with common productivity software and tools.

### SKILLS

#### Skills

- Technical Troubleshooting: Ability to identify and resolve technical issues related to hardware, networks, and systems.
- Experience in MS apps and Outlook and familiar with Intune and have good knowledge with ManageEngine MDM applications.
- Database Management like MySQL, PostgreSQL, NoSQL databases like MongoDB.
- Familiarity Cloud Platforms Familiarity with cloud-based data solutions and good knowledge with Active Directory.
- Networking Concepts Basic understanding of And network monitoring tools and reporting & good understanding in VSAT.
- Experience in providing remote support & desktop support to users & hardware-related issues and Basic IT Service Management Understanding of ITIL.
- Excellent problem-solving and communication skills, Teamwork, Conflict resolution, Active listening, Active Learning, Research, willingness to learn new technologies.

### PROFESSIONAL EXPERIENCE

#### System Support Engineer

##### General Authority for Survey and Geospatial Information

07/2023 – present  
Riyadh, Saudi Arabia

- Implement system imaging for current & new systems through SCCM & other software.
- Support consist of troubleshooting hardware and software failures at the OS level and providing root cause analysis.
- Install, test, maintain and troubleshoot network devices, including routers, switches and firewalls.
- Provide technical assistance for internal teammates on PC issues, configurations and installations for their personal assign laptops.
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues

**SUPPORT ENGINEER L2****B2BROKER - LIQUIDITY & TECHNOLOGY PROVIDER**

- Work with the products and services of the company and the company's partners.
- Receive call from service desk, L-1 Tech support & Executive support team.
- Respond to requests and complaints of external clients via communication instruments (helpdesk, chat, email, etc.) in a timely manner according to the SLA.
- Check, process and analyze issues incoming from clients.
- Solve issues/incidents/problems independently and /or with help of colleagues.
- Perform monitoring of the company's services and products via monitoring.
- Co-ordination with vendor, Co-ordinate with offshore and onsite tech support team.
- Escalate and Coordinate with remote support team offshore to get the user issues resolved.
- Participate in informal team meetings, client meetings, internal Operations meetings and Quality review meetings.
- Co-ordination with the other support groups and Domains.

09/2022 – 05/2023  
Dubai,  
United Arab Emirates

**IT ENGINEER****GOVERNMENT OF SHARJAH SHARJAH ARCHAEOLOGY AUTHORITY**

- Provide Technical Support to Software Users.
- Support and enhancements in existing systems and platforms.
- Installing computer hardware configurations. Provide hardware upgrade services for laptop & desktop.
- Installing software and networking systems. Trouble ticket maintenance and
- Maintain file and print (Location specific).
- Generate and provide weekly, monthly activity and other reports.
- Respond to phone, email, and chat inquiries from customers.
- Provide LAN support (LAN admin support with touch services).
- keep computer systems running smoothly and ensure users get the maximum benefit from them

02/2021 – 09/2022  
Sharjah,  
United Arab Emirates

**SUPPORT ENGINEER****AL JAZEERA SUDANESE JORDANIAN BANK**

- Coordinating with development teams to determine application requirements.
- Writing scalable code using Python programming language.
- Installing computer hardware configurations.
- Installing software and networking systems.
- Troubleshooting network and software issues , technical issues.
- Fixing hardware, software, and networking issues.
- Configuring and installing various network devices and services (e.g., routers, switches, firewalls)
- Provide Level-1 support and troubleshooting to resolve issues.
- Reporting network status to key stakeholders.
- Resolve issues for staff via phone, in person, or electronically

10/2019 – 11/2020  
Khartoum, Sudan

**IT ASSISTANT****MINISTRY OF HIGHER EDUCATION**

- Collaborating with other engineers and workers to design, develop, test, and improve products and engineering processes.
- Resolve customer problems on a daily basis both accurately and in a timely manner
- Assisting the development manager with all aspects of software design and coding.
- Writing and maintaining code. Writing reports.
- Answering telephones and taking messages.
- Printing and filing documents. Composing emails.
- Typing up reports for the company manager.

10/2017 – 10/2019  
Khartoum, Sudan

- Organizing company travel arrangements.
- Providing technical assistance with equipment operation.
- Cleaning of technical equipment.

## EDUCATION

**BSc (Hons) Computer Science & IT**  
**University of science and technology**

Khartoum, Sudan

## LANGUAGES

- Arabic
- English





SNo : 1-14-83905

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

جمهورية السودان

The Republic of The Sudan

جامعة النيلين

AL NEELAIN UNIVERSITY

Academic Affairs Secretariat



0262356

# CERTIFICATE

**This is to certify that the University Senate has awarded :**

**# MOHAMMED MUSA MOHAMMED FARAG (Sudanese Nationality)**

the degree of B.Sc. Honours in Information Technology

with grade Second Class (Division Two) (CGPA 65.94)

in faculty of Computer Science and Information Technology

According to meeting No. (113) By date 16 Jamada Al-awal 1442 A.H.(31 Dec 2020)

**Upon having completed the prescribed courses and passed the final examinations**

*[Signature]*

A. Khalid Hamoda Ali Hamoda  
Registrar

*[Signature]*

Dr. Maha Abo Yousif Abo  
Dean

*[Signature]*

Dr. Faroug Ahmed Elhadi Mohammed  
Academic Secretary

PP



Issued: Tue, 13 April - 2021



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عادل محمد حسين محمد  
Adel Mohamed Hussein

الإمارات العربية المتحدة  
UNITED ARAB EMIRATES  
Ministry of Foreign Affairs  
and International Cooperation  
وزارة الخارجية  
والشؤون الدولية

Date: 05/05/2021 14:44 التاريخ  
No: 21015005714 رقم  
Fee: SDG 18750 جنيه سوداني الرسوم  
نصادق على صحة ختم و توقيع  
وزارة خارجية جمهورية السودان  
دون تحمل اي مسؤولية تجاه المحتويات

21015005714\*  
12147806



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Dear Admissions ,

I am writing to express my keen interest in enrolling in the Artificial Intelligence and Data Science and Analytics at MTU. My desire to pursue this course is rooted.

I am genuinely passionate about Artificial Intelligence and Data Science and Analytics , and enrolling in this course will provide me with the in-depth knowledge and skills necessary to excel in this area. The curriculum's focus on Artificial Intelligence and Data Science and Analytics aligns perfectly with my academic and professional aspirations.

This course is a pivotal step in achieving my career goals. I am confident that the comprehensive and industry-relevant content will equip me with the expertise required to make meaningful contributions to Artificial Intelligence and Data Science and Analytics.

I am particularly excited about the opportunities for research and innovation that the course offers. The prospect of engaging in Artificial Intelligence and Data Science and Analytics aligns with my interest in contributing to cutting-edge advancements in the field.

My academic background in Artificial Intelligence and Data Science and Analytics provides a solid foundation for this course. I have excelled in Artificial Intelligence and Data Science and Analytics, demonstrating my dedication and aptitude for the subject matter.

Through extensive research on MTU, I am impressed by the institution's commitment to. I am eager to contribute to and thrive within this dynamic academic environment.

In conclusion, enrolling in the Artificial Intelligence and Data Science and Analytics at MTU is a natural progression for me, given my passion for the field, aligned career goals, and the confidence in my ability to contribute meaningfully to the academic community at MTU. I am excited about the prospect of joining your esteemed institution and am confident in my capacity to excel in this course.

Thank you for considering my application. I look forward to the possibility of contributing to the vibrant academic community at MTU.

Sincerely,

Mohammed Farag





SNo. 1-14-83905

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

جمهورية السودان

The Republic of The Sudan

جامعة النيلين

AL NEELAIN UNIVERSITY



0238774

## TRANSCRIPT

This is to certify that the university Senate has awarded :

Name : MOHAMMED MUSA MOHAMMED FARAG, (Sudanese Nationality)

Degree : B.Sc. Honours in Information Technology

Grade : with grade Second Class (Division Two) (C.G.P.A #65.94#)

Faculty : Computer Science and Information Technology

Date of award : According to the meeting No. (113) By date (31 Dec 2020)

Following are the subjects, and grads obtained

Semester One		2014-2015	
Course Title	Gr	Cr.Hr	
Calculus(1)	C	3	
Discrete Mathematics	B	3	
Programming Methods(1)	D	3	
Arabic Language(1)	B	2	
Computer Skills	C	3	
English Language(1)	B	2	
Communication Skills	C	2	
Islamic Culture(1)	D	2	
///////	///	////	
GPA	64.85	#Good	

Semester Two		2014-2015	
Course Title	Gr	Cr.Hr	
Programming Methods(2)	D	3	
Arabic Language(2)	C	2	
English Language(2)	B	2	
Islamic Culture(2)	C	2	
Sudaese Studies	C	2	
Statistics(1)	D	3	
Calculus(2)	B	3	
Digital Circuits Design	C	3	
Internet Technologies	B	3	
GPA	65.48	#Good	

Semester Three		2015-2016	
Course Title	Gr	Cr.Hr	
Systems Analysis & Design	D	3	
Algebra & Analytical geometry	C	3	
Introduction to Software Engineering	B	3	
Computer Networks(1)	C	3	
Internet Technologies	C	3	
Information Technology Management	D	3	
///////	///	////	
GPA	63.83	#Good	

Semester Four		2015-2016	
Course Title	Gr	Cr.Hr	
Database Concepts	C	3	
Data Structures	C	3	
Statistics(2)	C	3	
Operations Research	C	3	
Object-Oriented Programming	C	3	
Electronic Web Applications	C	3	
Operating Systems Applications	D	3	
GPA	60.86	#Good	



# Transcript of: MOHAMMED MUSA MOHAMMED FARAG, (Sudanese Nationality)

Semester Five		2016-2017	
Course Title	Gr	Cr.Hr	
Object Oriented Analysis & Design (OOAD)	C	3	
Operating Systems	D	3	
Decision Support Systems	D	3	
Advance Database Systems	C	3	
Database Application 1	D	3	
///////	///	////	
GPA	59.40	Pass	

Semester Six		2016-2017	
Course Title	Gr	Cr.Hr	
Research Methodologies	D	2	
Modelling & Simulation	D	3	
Advanced Internet Technologies	B	3	
Computer Networks(2)	C	3	
Information System Protection	D	3	
Database Application 2	B	3	
GPA	63.29	#Good	

Semester Seven		2017-2018	
Course Title	Gr	Cr.Hr	
Visual Programming	C	3	
Artificial Intelligence	D	3	
E-bussinesses	C	3	
Advanced Software Engineering	C	3	
Information Security	C	3	
///////	///	////	
GPA	63.00	#Good	

Semester Eight		2017-2018	
Course Title	Gr	Cr.Hr	
Human Computer Interaction	C	3	
Networks Programming	A	3	
Computer Ethics	C	2	
Expert Systems	C	3	
Distributed Database	B	3	
Geographical Information Systems	B	3	
GPA	70.82	V.Good	

Semester Nine		2018-2019	
Course Title	Gr	Cr.Hr	
Data Mining	C	3	
Introduction to Cloud Computing	D	3	
Performance Evaluation of Computer Systems	B	3	
Mobile Programming	B	3	
Networks Management	C	3	
GPA	65.20	#Good	

Semester Ten		2018-2019	
Course Title	Gr	Cr.Hr	
#Project	A	6	
Wireless & Mobile Networks	C	3	
Network Security	C	3	
Modern Communications Technologies	C	3	
///////	///	////	
GPA	75.40	V.Good	

## Symbols And Meaning

Symbol	A	B	C	D	D*	-	.	#	Cr.Hr
Meaning	Excellent	V.Good	#Good	Pass	Pass After supplementary	Alt	Exempt	From Other Record	Credit Hours
Degree	80.00 - 100	70.00 - 79.99	60.00 - 69.99	50.00 - 59.99	—	—	—	—	176

A. Khalid Hamoda Ali Hamoda

Registrar

Dr. Farouq Ahmed Elhadi Mohammed

Academic Secretary

Dr. Maha Abo Yousif Abo

Dean

Issued: Wed, 19 May - 2021



السودان - الخرطوم / تلفون : ١٥٥٧٧٥٠٦٣ / فاكس : ١٨٣٧٨٩٠٥٥ / ص.ب. ١٢٧٠٢ / رمز بريدي : ١١٢١

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www.nu.neelaln.edu.sd

E-mail : nus@neelaln.edu.sd

## Non-EU Application Form 2024/25 - Cork Campus Locations

Course Choice		
Please use course codes and programme titles as outlined in the MTU Cork prospectus: <a href="http://www.mtu.ie/courses/cork">www.mtu.ie/courses/cork</a>		
	Course Code	Course Title
First Preference:		
Second Preference:		
Year of Entry (If undergraduate):		
Agent Details (if applicable)		
Agency:		
Agent filling form:		Email:
Personal Details		
Surname/Family Name (as on Birth Cert):		
First Name:		
Date of Birth (DD/MM/YYYY):		
Correspondence Address		
House/Apt number:	Street:	
Town/City:	State:	
Country:	Postcode:	
Email Address:	Contact number:	
Nationality:	Passport number:	
Emergency Contact		
Name:	Relationship:	Number:
EU Residency		
If you think you are entitled to EU Fees, please check <a href="https://international.cit.ie/am-i-eu-or-non-eu">https://international.cit.ie/am-i-eu-or-non-eu</a>		
Are you currently resident in an EU State?	Yes	No
If yes, for how long:	If yes, Irish immigration Card Stamp card type:	
Education History		
Third Level (University)		
If still completing/due to complete exams write pending in exam sections		
Name of Institution:		
Address of Institution:		
Years of Study:	From:	To:
Major areas of specialisation:		
Results:	Qualification (BSc, BEng, BA etc.):	
Graduation Date:		
Foundation Level (If applicable)		
Foundation programme provider:		
Level of programme:		
Stream (Art, Science and Business):		
Results:	Graduation Date:	
Second Level (High/Secondary)		
If still completing/due to complete exams write pending in exam sections		
Name and Address of School:		
Highest exam achieved:		
Exam date:	Exam authority:	

Subjects	Level	Grade/Mark

Please indicate any periods of leave of absence from your studies and reason:

### English Language Qualification

First Language/Mother tongue:

Current English Exam:

Overall Score:

Date:

### Professional/Industrial Experience

Name of current/recent employer:

Address:

Date of Employment:

From:

To:

Nature of work:

### Where did you hear about MTU

Education Fair

Agent

MTU Open Day

MTU Representative

Web

Guidance Counsellor

Social Media

Newspaper/Radio

Word of Mouth

Other (please specify):

### Declarations

If you have a disability, learning difference or health condition and need support around this when attending MTU for lectures/exams, please contact the Disability Support Service at [dssCork@mtu.ie](mailto:dssCork@mtu.ie) or check [www.mycit.ie/dss](http://www.mycit.ie/dss). You will need to do this well in advance of your arrival. Please note that MTU DSS supports may differ from those you receive in your home institution. You may need to make a financial plan including additional disability related costs.

I affirm that the particulars given in relation to this application are in all respects true and I agree to be bound by the academic regulations of the University. I confirm that all copies of transcripts and other official documents are authentic.

All information gathered by the University will be used only for the purposes registered under the general Data Protection Regulation 2018. Copies of the University's Data Protection Policy may be obtained from <https://www.mtu.ie/policies>

**Signature:**

**Date:**

Please check you have accurately completing all questions. Incomplete applications will result in delay.

Please refer to our website for full list of documents <https://international.cit.ie/make-an-application>

**All full applications to be sent as 1PDF (documents merged together) to [noneu.applicationscork@mtu.ie](mailto:noneu.applicationscork@mtu.ie)**