Mujtaba Altayib Abdualrahman

Administrative information system

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Date of birth 1992-03-11

Citizenship Sudanese

Marital status Single

LinkedIn
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I am seeking a position that will enhance my skills and knowledge whereby I can utilize my current skills and make a significant contribution for your organization with strong work ethics and diligence.

Languages

Arabic (Mother tongue) / English (Fluent)

Education

2010-10 - 2014-10

Almanhal Academy of science

Bachelor's degree of Administrative information system

Experience

2019-02 - present

Customer service representative

Roads & Transport Authority - Dubai UAE

Maintaining a positive, empathetic and professional attitude toward customers at all times.

Responding promptly to customer inquiries.

Communicating with customers through various channels.

Acknowledging and resolving customer complaints.

Knowing our products inside and out so that you can answer questions.

Processing orders, forms, applications, and requests.

Keeping records of customer interactions, transactions, comments and complaints.

Communicating and coordinating with colleagues as necessary.

Providing feedback on the efficiency of the customer service process.

2017 - 2018-10

ICT Teacher

Imperial University College - Khartoum Sudan

Preparing Materials for LABs and lectures

Teaching computer lecturers and LABs

2015 - 2017

IT Support

SUR International Investment CO. LTD

Installing and configuring computer hardware, software, systems, networks, printers and scanners

Monitoring and maintaining computer systems and networks and firewall

Responding in a timely manner to service issues and requests

Providing technical support across the company

Setting up accounts for new users

Repairing and replacing equipment as necessary

Testing new technology

Possibly training more junior staff members

2014-09 - 2014-12

General trainee at Customer service representative

National Bank of Abu Dhabi - Khartoum Sudan

Answer questions about account types.

Check on the status of customer accounts and track checks and payments.

Review and explain account charges.

Assist with address changes.

Skills

Avaya telephone system

Microsoft Office 365 - CRM Dynamics

Microsoft Office

MCSA windows server 2016

1st 2nd and 3rd line support

Web app penetration test

Laravel - Django - PHP - Python

MySQL - PostgreSQL - Django SQLite

Python PyQt5 UI / UX

Python Network programming

Exchange server - VOIP - CCTV

pfSense firewall

Software

Microsoft Office 365 - CRM Dynamics

vSphere Hypervisor | VMware

Zentyal Linux Business Server

pfsense firewall

Odoo ERP

Certificates

2018   PHP Laravel - Udemy online course

2018   PHP Security - Udemy online course

2018   Python GUI with PyQt5 and Django Framework - Udemy online course

2016   Cables and Connectors - Udemy online course

2015   CCNA - course only - Sudatel telecommunication academy

2015   Network design and administration - Sudatel telecommunication academy

2014   Personal strategic and planning - IAPLTD- Canada