

Mujtaba Altayib Abdualrahman

Information Systems

Address	Dubai Deira	Citizenship	Sudanese
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Date of birth	1992-03-11		



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

2016-02 - 2017-10	University of Science and technology Master's Degree of Information Technology
2010-10 - 2014-10	Almanhal Academy of science Bachelor's degree of Administrative information system

Experience

2019-02 - present	Customer representative <i>Roads & Transport Authority - Dubai UAE</i> 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 <i>Imperial University College - Khartoum Sudan</i> Preparing Materials for LABs and lectures Teaching computer lecturers and LABs
2015 - 2017	IT Support <i>SUR International Investment CO. LTD</i> 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 <i>National Bank of Abu Dhabi - Khartoum Sudan</i> 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 |

Publications

- | | |
|---------|---|
| 2018-09 | Pharmacy Management System - www.youtube.com/watch?v=zwMYG_Gsh5Q |
| 2018-08 | Car Management System |
| 2018-08 | YouTube download Manager System |
| 2018-05 | Network penetration testing tool |