

# Mustafa Ahmed

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## PROFILE

Highly motivated IT Support and Systems Administrator with hands-on experience in hardware/software troubleshooting, and cloud integration. Skilled in resolving technical issues, managing user environments, and optimizing IT operations. Known for adaptability, and commitment to system reliability and customer satisfaction. Ready to add value by enhancing your company's IT performance and security.

## SKILLS

**Technical skills:** Hardware & Software Troubleshooting | Desktop & Laptop Maintenance | System Installation & Configuration | Printer and Peripheral Setup | Network Connectivity (LAN, WAN, Wi-Fi) | Windows OS, macOS, Mobile Device Support | Microsoft 365 Administration | Microsoft Defender & Endpoint Protection | PowerShell Automation | User Account & Access Management (Active Directory) | Network Security & Access Control | Virtualization Awareness (VMware, Hyper-V basics)

**Soft skills:** Service-Oriented Mindset | Knowledge Sharing | Customer-Centric Problem Solving | Customer Engagement Insight | Accountability in Execution | Prioritization Mastery | Strong Communication & Customer Service | Time Management & Organization | Adaptability & Continuous Learning

## PROFESSIONAL EXPERIENCE

### IT support assistant

EGSH Investment L.L.C

08/2024 – Present

Dubai, UAE

- Install, configure, and maintain IT hardware such as PCs, laptops, printers, and peripheral devices.
- Provide first- and second-level technical support for operating systems, applications, and software updates.
- Troubleshoot and resolve issues related to hardware, software, and network connectivity on Windows and mobile devices.
- Oversee Microsoft 365 environments, handling user account administration, licensing, and security configuration.
- Administer Microsoft Exchange Online, Teams, SharePoint, and OneDrive for Business to ensure effective collaboration and service availability.
- Conduct system monitoring, scheduled updates, backups, and restore procedures to sustain uptime and performance.
- Handle creation and management of user accounts, email setups, and access permissions for new and existing employees.
- Train and provide support for users on Microsoft 365, PWA features, and best security practices to boost productivity.
- Participate in IT projects to enhance systems, improve reliability, and integrate new technologies.

### Free IT support

Remote - Self employed

05/2023 – Present

Dubai, UAE

- Provide remote desktop support, system troubleshooting, and incident resolution across Windows, Linux, and macOS environments.
- Implement data backup, recovery, and endpoint security solutions to protect sensitive business information.
- Manage virtual machines and perform software/hardware installations and upgrades remotely.
- Administer Active Directory, user accounts, and email systems for small to mid-sized businesses.

- Create and maintain detailed technical documentation, reports, and knowledge bases for each client.
- Collaborate with clients via remote tools (Teams, Zoom, AnyDesk, Slack) to identify needs and deliver solutions efficiently.

## IT helpdesk

Sudani Telecommunications Company

03/2021 – 02/2023  
Khartoum, Sudan

- Troubleshoot and resolve hardware, software, and network connectivity issues across Windows, macOS, and mobile devices.
- Perform system monitoring, scheduled updates, backups, and restore procedures to maintain uptime and performance.
- Provide technical support and troubleshooting for Progressive Web Applications (PWAs) and browser-based business tools.
- Enforce Microsoft Defender, endpoint protection, multi-factor authentication (MFA), and data loss prevention (DLP) policies.
- Ensure adherence to data protection, cybersecurity, and corporate IT governance standards.
- Provide remote and on-site helpdesk support, ensuring timely and professional resolution of tickets.
- Support user onboarding and offboarding, including device setup, access configuration, and deactivation.
- Document issues, resolutions, and system configurations within the IT knowledge base and ticketing system.
- Prepare IT performance reports, system health checks, and KPI summaries for management review.

## EDUCATION

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### Bachelor's in Information Technology (Ongoing)

Comboni College of Science and Technology

05/2020 – Present  
Khartoum, Sudan

## CERTIFICATION

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- Google Cybersecurity Professional Certificate - 2024
- Cisco CCNA 200-301: Network Fundamentals - 2023
- Python Programming Certificate, Simplilearn - 2023
- IBM Cybersecurity Analyst Certificate, Coursera - 2024
- Google IT Support Professional Certificate - 2023
- JavaScript Certificate, freeCodeCamp - 2023

## PROJECTS

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### E-Commerce Platform Development

- Designed and developed a full-stack e-commerce website using React, Node.js, and MongoDB.
- Integrated secure payment functionality, user authentication, and product management dashboards

## LANGUAGES

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- English (Fluent)
- Arabic (Native)