



Walaa Algaili Fadlalla Abdalgadir

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Gender: Female **Date of birth:** 10/07/1993 **Nationality:** Sudanese

ABOUT ME

I'm a nice fun and friendly person, I'm honest and punctual, I work well in a team but also on my own as I like to set myself goals which I will achieve, I have good listening and communication skills. I have a creative mind and am always up for new challenges.

MARTIAL STATUS

Married

WORK EXPERIENCE

[12/2015 – 12/2016] **National Service Technical Support (on job training)**

Information Technology Department, Ministry of Petroleum in Sudan

City: Khartoum

Country: Sudan

Main activities and responsibilities:

§ Mainly responsible for handling employees' technical support requests.

§ Troubleshooting devices using virtual desktop infrastructure (VDI).

- Managing communication and network configurations.
- Installing and testing replacement hardware and software, keeping employees satisfied with work status.
- Solve technical problems quickly and effectively.
- Train users how to use new hardware, software, use new features of existing software.
- Inform employees about issue resolution progress.

§ Ensuring hardware, software, and network upgrades, installs, re-installs, changes, and relocations are efficiently completed as required.

EDUCATION AND TRAINING

[2010 – 2015] **Bachelor's Degree in Electronics (Computer Engineering and Network)**

Faculty of Computer Engineering, Sudan University Of Science and Technology.

Address: KHARTOUM, Sudan

Main subject / occupational skills covered:

§ Graduation project was in LPR (License plate recognition), achieved an "A" degree.

Introduction to web development

Address: KHARTOUM

Mobile development program using flutter

Address: KHARTOUM

CCNA Certificate.(CISCO Certified Network Associate Routing and Switching)

Address: Khartoum

DIGITAL SKILLS

Microsoft Office | Microsoft Powerpoint | Microsoft Excel | Microsoft Word | Social Media

LANGUAGE SKILLS

Mother tongue(s): Arabic

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

ORGANISATIONAL SKILLS

Leadership skills and positive behavior.

Work effectively in a team

Creative skills and ability to solve problems.

Planning and organization.

Good reporting skills

Monitoring Skills.

COMMUNICATION AND INTERPERSONAL SKILLS

Public speaking and presentation skills

Good communication skills

HOBBIES AND INTERESTS

Reading

Browsing