

# AHMED ABDELSSID NAWAY KHALIFA

## Technical Support Engineer

Email: [ahmednaway35@gmail.com](mailto:ahmednaway35@gmail.com) | LinkedIn: [linkedin.com/in/ahmed-naway](https://www.linkedin.com/in/ahmed-naway) | Phone: +968 79970101

Location: Bath'a Hilal, Al-Suwyq, Oman | Birthday: 10\Jun\1996 | Marital Status: Single | Nationality: Sudanese

### PROFESSIONAL SUMMARY

Experienced Technical Support Engineer with expertise in troubleshooting hardware and software issues. Proficient in Windows Server, Active Directory, and network administration. Adept at delivering high-quality technical support, solving complex problems, and enhancing system performance.

### PROFESSIONAL EXPERIENCE

#### Maintenance Technician

Akimbo Technologies and Innovation, Juba, South Sudan

September 2023 – June 2024

- Provided technical support for PCs, laptops, printers, scanners, photocopiers, CCTVs and UPS systems.
- Managed data security and backup operations to ensure the protection and availability of critical information.
- Conducted network troubleshooting to resolve connectivity issues, reducing network downtime by 15%.
- Assembled and installed computer hardware and software based on customer specifications.

#### Technical Support Engineer

Arabian Computer Company, Khartoum, Sudan

September 2022 – August 2023

- Diagnosed and resolved technical issues related to networking, computing devices, and peripherals.
- performed preventive maintenance on computers and related equipment which improved system uptime by 20%.
- Communicated with clients through phone, email, and chat to provide clear and effective technical guidance.
- Increased my team productivity in the first three months by 28%, which led to the company securing a technical support contract with one of the clients we provided support services to.
- Documented support requests and resolutions in detail to keep accurate records, improved response time by 25%.

#### Teaching Assistant

Omdurman Islamic University, Umm Durman, Sudan

December 2020 – August 2022

- Supported instruction in operating systems (Windows, Linux, Mac) and network configurations.
- Provided technical assistance and instruction and programming languages (C/C++, Java, BASH).
- Assisted students in understanding computer systems, networks, and programming concepts.

#### Mobile Phone Maintenance

My Workshop, Umm Durman, Sudan

December 2018 – November 2020

- Diagnosed and repaired hardware/software issues, including component replacements.
- Interacted with customers and ensured that repairs meet quality and safety standards.

### EDUCATION

#### Bachelor of Science in Electrical and Electronic Engineering (Computer Engineering)

Omdurman Islamic University, Umm Durman, Sudan

October 2014 – November 2020

#### Diploma in Mobile Device Maintenance

New Horizon Training Center, Khartoum, Sudan

June 2018 – July 2018

### SKILLS

#### Technical Skills:

Hardware Diagnostics and Repair  
CCTV Installation and support  
Network Troubleshooting (LAN/WAN)

#### Soft Skills:

Strong Interpersonal Skills  
Customer Service Excellence  
Analytical and Problem-Solving Abilities

#### Languages:

Arabic (Native)  
English (Very Good)  
Spanish (Starter)