Jalal Mohammed
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Summary:

Self-motivated IT support specialist with several years of experience providing comprehensive support to ensure that all relevant hardware and software is operating efficiently. Adept at maintaining key systems and correcting issues., great communication skills, and the ability to thrive in a fast-paced environment.

PROFESSIONAL EXPERIENCE

Coding Dojo, Full – Stack Web Development Training   Seattle, WA – Dec-2016 to Mar.2017

Completed an immersive web development program in learning and developing web applications using Python, MEAN, and C# ASP.NET Core MVC framework.

Educational center manager   May 2015 – June 2016

Jesuit Refugee Service – Amman, Jordan

Jesuit Refugee Services provides educational and psychosocial support to Iraqis, Sudanese, Somalis, Syrians and other refugees and asylum seekers in the form of food, non-food items, educational, psychosocial and medical support.

- Managed IT systems and performed system upgrades
- Resolved computer software network connectivity issues
- Developed database management system in MS Access and transferred all data from Excel to new database

IT Support and System Administrator   July 2011 – June 2012

Tholathiya Construction – Kassala, Sudan

Sudanese private construction company working primarily on roadway construction projects

- Resolved software and equipment issues and managed virus protection software
- Developed web-based document management system using PHP and MySQL to enable easy search and retrieval
- Created hard copy filing system and online filing system; tracked documents received

IT Officer   November 2009 – June 2011

Geomatic Engineering Co. – Khartoum, Sudan

Engineering firm providing land surveying services for private and public companies

- Performed GIS data entry: retrieved data from Trimble Real Time GPS to Trimble mid ware, migrated data to Excel and then to AutoCAD for use by survey engineers
- Developed document management system using Visual basic.net and SQL Server to enable easy retrieval

IT Assistant   December 2008 – October 2009

China Water and Electricity Corporation & Syno-Hydro Group Joint Venture – Damazine, Sudan

A Chinese joint venture company formed to construct the Nile River's Merowe Dam

- Provided IT support for computers, faxes, network scanners, copiers and printers to ensure system functioning
- Coordinated with system administrators to identify and resolve system maintenance and repair needs; used Team Viewer to perform remote system maintenance
- Used online document management system to copy, scan, file, search and retrieve documents as requested
- Troubleshot and resolved LAN connectivity issues

EDUCATION

Full Stack Developer Training   **2017**

Coding Dojo – Bellevue, WA

Advanced English & Teaching Certification   **2015**

Certification offered through Jesuit Refugee Service *in partnership with Georgetown University*

Bachelor of Science – Computer & Information Technology   **2006**

Sudan University of Science & Technology