

# Mohammed Abdelbagi Elrayah

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## **CAREER OBJECTIVE:**

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Detail-oriented and highly skilled IT Specialist with a solid background in installing, configuring, and maintaining computer systems and networks. Proven ability to provide timely technical support, manage IT infrastructure, and ensure system security and data integrity. Experienced in working across departments to deliver effective technology solutions and improve operational efficiency. Adept at training staff on IT best practices and troubleshooting various hardware and software issues.

## **KEY SKILLS:**

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|--------------------------|----------------------------|----------------------------|
| • Administration         | • Problem-Solving Attitude | • Problem-Solving Attitude |
| • IT Management          | • Training                 | • Employee Training        |
| • Customer Service       | • Time Management          | • Communication Skills     |
| • Leadership & Mentoring | • Attention to Detail      | • Relationship Building    |

## **PROFESSIONAL EXPERIENCE:**

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**Zagzoog for Home Appliances**, Jeddah, Saudi Arabia.

### **IT Specialist.**

**(Oct 2017-Present)**

- Install and configure computer hardware, operating systems, and applications. Awarded the Golden Jarir Award for excellence in diversity recruitment.
- Monitor and maintain computer systems and networks..
- Respond to technical support requests and resolve issues in a timely manner..
- Set up new users' accounts and profiles and handle password issues.
- Ensure security through access controls, backups, and firewalls.
- Maintain inventory of hardware and software assets.
- Collaborate with other departments to understand their IT needs and provide solutions.
- Manage and support email systems, printers, and other office technologies.
- Keep systems up to date with the latest security patches and software updates. • Provide training to employees on IT systems and best practices.

**Sudan University of Science and Technology**, Khartoum, Sudan

### **Information Technology Lecturer**

**(Jan 2016-Apr 2017)**

- Lecture and planning, preparation and research, • contact and teaching time with students.
- checking and assessing students' work.
- encouraging personal development via tutorial or pastoral work.
- invigilating examinations.
- attending staff meetings.
- general administration.
- reading academic journals.
- attending and speaking at conferences and seminars.

## **Africa City of Technology (ACT) Sudanese Ministry of Higher Education and Scientific.**

**Research, Khartoum, Sudan.**

**(Jan 2014-Jan 2017)**

### **Head of Infrastructure and Technical Support Department.**

- Supervises technical staff that are responsible for district-wide data networks and computer and network operations. Assigns and coordinates work assignments and resolution of critical technical and procedural problems.
- Develops and implements long-range telecommunications and data center plans for district systems. Works cooperatively with Information Technology Services (ITS) management and others from the college to develop strategic and tactical plans to facilitate and coordinate the delivery of technical services.
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- Assures that software and firmware is at current revision levels. Works with vendors to request and schedule upgrades and with college technical staff to support the upgrades.
- Manages institutional budgeting and purchasing activities for technology procurement. Works with Purchasing and ITS.
- Maintains technical and operational documentation on the college Intranet.
- Ensures high availability of host computers and network resources. This task includes developing procedures to maintain security and access and protect against viruses, hackers, vandals, and accidental user mistakes.
- Develops plans, procedures, and activities to support business recovery when problems occur including backup and restoration procedures.
- vendor agreements, spare parts, data retention, and restoration planning.
- Coordinates the acquisition of additional resources.
- support staff to coordinate the ordering, receiving, and payment activities related to the acquisition of new technology.

## **Africa City of Technology (ACT) Sudanese Ministry of Higher Education and Scientific.**

**Research, Khartoum, Sudan.**

**(Jan 2011-Dec 2014)**

### **computer and network Engineer**

- establishing the networking environment by designing system configuration, directing system installation, defining, documenting and enforcing system standards
- the design and implementation of new solutions and improving resilience of the current environment.
- maximizing network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization. • undertaking data network fault investigations in local and wide area environments, using information from multiple sources.
- securing network systems by establishing and enforcing policies, and defining and monitoring access.
- the support and administration of firewall environments in line with IT security policy.
- updating job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organizations.
- reporting network operational status by gathering and prioritizing information and managing projects.
- the basic configuration of firewalls.
- capacity management and audit of IP addressing and hosted devices within data centers.
- speaking with customers via email and phone for initial requirement capture.

**Khartoum Cargo Villag, Khartoum, Sudan.**

**(Apr 2008 -Dec 2010)**

**computer and network Engineer**

- Design, develop, and continuously update computer systems.
- Set up and install hardware, networks, operating systems, and software.
- Maintain computer systems, troubleshoot, and repair technical problems.
- Monitor system performance, ensure security, and protect against cyber threats.
- Cooperate with development teams to improve application and software performance.
- Prepare periodic technical reports on system status and technical issues.
- Prepare periodic technical reports on system status and technical issues.
- Provide technical support and training to users on the use of systems and devices.
- Ensure systems comply with security policies and quality standards
- Required Qualifications and Experience.
- Strong skills in various operating systems (Windows, Linux).

**EDUCATION:**

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**Amity University Noida, Delhi, India.**

**(Nov 2017)**

- Master degree. International Business.

**Amity University Noida, Delhi, India.**

**(Dec 2013)**

- Bachelor's degree. Information Technology.

**University of Bahri, Khartoum, Sudan.**

**(Jun 2006)**

- Diploma of 3 years in computer engineering.

**PROFESSIONAL DEVELOPMENT:**

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- **Diploma in design, Administration, installation, and maintenance of networks**, Sudatel Telecommunications Academy (Sudacad). **(Jan 2010)**
- **CCNA Course** ,Sudatel Telecommunications Academy (Sudacad), Khartoum, Sudan. **(Mar 2010)**
- **Training Course on IPv6**, National Telecommunication Corporation, Khartoum, Sudan. **(Oct 2011)**
- **Diploma in Computer and Network Maintenance**,, Khartoum, Sudan. **(Feb 2014)**
- **Training course in the Basics of Managing and Running the Linux Operating System (RED HAT)**, ,Sudatel Telecommunications Academy (Sudacad), Khartoum, Sudan. **(Mar 2014)**
- **course in academic supervision**, Open University of Sudan. **(Jan 2017)**

## **SKILLS:**

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### **Language skills:**

- **Arabic:** Native.
- **English:** Good.

### **Technical skills:**

- **Networking** – TCP/IP, DNS, DHCP, LAN/WAN, VPNs.
- **Operating Systems** – Windows, Linux, macOS administration.
- **Hardware Support** – Troubleshooting desktops, laptops, printers, and servers.
- **System Administration** – Active Directory, Group Policy, user account management.
- **Security Fundamentals** – Firewalls, antivirus, endpoint protection, data encryption.
- **Virtualization** – VMware, Hyper-V.
- **Software Installation & Support** – Office 365, custom enterprise apps.
- **Help Desk Support.**
- **Technical Support.**