

## MOHAMED ALSADIG AHMED

### Junior Network & IT Support Engineer | Data Analysis Skills

Khartoum, Sudan | Open to relocation (visa sponsorship required)

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## PROFESSIONAL SUMMARY

Junior Network & IT Support Engineer with strong CCNA-level knowledge, hands-on experience in hardware/software troubleshooting, and a technical foundation in data analytics and mobile development. Completed intensive training programs covering networking, IT operations, SQL, Python, and system deployment. Known for improving operational efficiency—cutting lab setup time by 67% and equipment search time to under 2 minutes. Seeking an entry-level networking or IT support role with growth and sponsorship opportunities.

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## CORE SKILLS

**Networking:** TCP/IP, Routing & Switching, VLANs, Subnetting, DHCP, DNS, NAT, OSPF (CCNA-level), Cisco IOS, Packet Tracer

**IT Support:** Hardware/software installation, OS imaging, diagnostics, device setup, cabling, troubleshooting

**Data & Programming:** SQL, Excel (pivot tables, functions), Python (pandas), Power BI, Tableau

**Tools:** Packet Tracer, Git, Visual Studio Code, Flutter/Dart, REST APIs

**Soft Skills:** Communication, teamwork, analytical thinking, problem-solving

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## EXPERIENCE

### Innovation Research & Development Centre – Khartoum, Sudan

#### IT Trainee (In-House Training Center)

Apr 2022 – Jul 2022

- Managed daily operations of 60+ PCs, projectors, and lab equipment; maintained a 200+ entry weekly Excel asset log, reducing search time to under 2 minutes.
- Installed, configured, and imaged Windows/macOS systems on 30+ devices weekly with a 0% failure rate.

- Built and cabled trainee workstations (monitors, NICs, peripherals), reducing setup time from 45 minutes to 15 minutes per seat.
- Provided frontline troubleshooting for connectivity, OS errors, and device failures.

## **TechWorks & MasterCard Foundation Training Program – Khartoum, Sudan**

### **Data Analytics & Programming Trainee (400+ hours)**

Feb 2022 – Sep 2022

- Completed hands-on modules in Excel, SQL querying, Python fundamentals, and data cleaning/visualization.
  - Contributed to team development of a marketplace website connecting bulk and retail sellers, reducing dependency on middlemen.
  - Earned soft-skills certification with 90% final score in teamwork, business communication, and presentation.
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## **PROJECTS**

### **TopCare Cleaning App – Graduation Capstone (2023)**

Flutter/Dart | REST APIs | Mobile UX

- Built a production-ready cross-platform booking application enabling users to schedule and pay for cleaning services in three clicks.
  - Integrated real-time slot availability and push notifications through REST APIs.
  - Reduced average booking time from 15 minutes (phone calls) to 2 minutes; currently in internal pilot with 50+ active bookings.
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## **EDUCATION**

**B.Sc. Information Technology** – Future University, Khartoum

Graduated Dec 2023 | GPA: 3.47/4.0

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## **CERTIFICATIONS**

- Google Data Analytics Certificate (2023)

- Google Project Management Certificate (2023)
- CCNA Full-Course Training – Engovation, Alexandria (2022, instructor-led 3-month program)

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## **REFERENCES**

Available upon request.