ALMEGDAD ISMAIL MIRGHANI ALFAKI

INFORMATION TECHNOLOGY TECHNICIAN

Kho e fiza, Bhopal | almegdadismail0@gmail.com | +249 90 344 0956

SUMMARY

Information Technology Technician working in the field of IT supporting computer systems and IT services in educational institutions, including maintenance, network support, Designs, and user assistance.

TECHNICAL SKILLS

Graphic Design for Official Documents
Microsoft Office
Fundamental Programming Knowledge

Professional Designer in canva
Hardware, Software & System Troubleshooting
IT Infrastructure Support & Maintenance

IT Operations Supervision
User Support & Helpdesk Services
Networking

PROFESSIONAL EXPERIENCE

IT MANAGER IN QALAM PUBLIC SCHOOL BHOPAL   **July 2023 - Oct 2025**

- Information Technology Technician, Educational & Institutional Environment
- Supported digital learning environments and IT-enabled educational activities.
- Supervised student technology projects and ensured compliance with academic requirements.

IT TRAINEE, REGENCY HOTEL KHARTOUM.   **2020**
- Developed practical skills in handling IT operational challenges.
- Assisted in system maintenance, user support, and basic network administration.

IT Support & Design Assistant
Non-Profit Organization Islamic Ideal Foundation   **Sep 2023 - Sep 2025**

- Delivered technical support for internal systems and office operations.
- Designed certificates, official documents, and organizational seals.
- Provided bilingual support and translation assistance where required.

EDUCATION

Bachelor of Science in Information technology   **Aug 2024**
BHAGWANT UNIVERSITY AJMER

ADDITIONAL INFORMATION

- **Languages:** fluent Arabic, English.
- **Certifications:** Computer applications, Networking, Hardware and software maintenance
- **Awards/Activities:** Most Innovative Employer of the Year (2025), Hashemite Syndicate SDN in management and designing projects.