

# ABDALLAH SIDDIG OSMAN HUSSEIN

IT Technical Support and Network engineer

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## CAREER OBJECTIVE

A Network and Technical Support Engineer with 2 years of experience in IT including computer & networks installation. Have a strong knowledge in communication, customer services, and administrative skills. A very good understanding and knowledge of Network administrator, Technical Support, Network and hardware maintenance, repair and troubleshooting.

Seeking for a technical support position as well as to be a part of a successful working team, where I can learn more & educate on what I have learned.

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## WORK EXPERIENCE

May 2018 – Jan 2020  
**Network and Technical Support Engineer**  
ALFAFA For Computer Co. Ltd, **Sudan.**

- Planning, designing and implementation of computer networks.
- Building, installing, configuring, upgrading, maintenance and repair Microsoft windows servers, Cisco Routers, Switches, Firewalls, Wireless devices, CCTV systems, Fingerprint and Access control systems.
- Technical support of end-users.
- Provide technical support, troubleshooting and repair of windows systems, PCs, Printer, Scanners Fax machines and Photocopiers.

April 2017 – April 2018  
**GIS Analyst( as National Service)**  
TPRA (Telecommunication and Postal Regulation Authority), **Sudan.**

December 2016 – January 2017  
**Call Center Agent**  
Sudani Telecom Company, **Sudan.**

- Answer phone calls courteously and actively listen to the customer to determine questions or needs, then verify customer information and provide excellent customer service.
- Follow company protocol and scripts to answer customer questions and provide product information, continually learning new product descriptions and participating in training opportunities to improve skills.
- Calling and Monitoring Points of Sell.

August 2015 – September 2015  
**Trainee Technical Support Engineer**  
Bank of Al Baraka, **Sudan.**

- Technical support of end-users.
- Provide technical support, troubleshooting and repair of windows systems, PCs, Printer, Scanners Fax machines and Photocopiers.

## EDUCATION

September 2012 – June 2016

**Bachelor of Science in Information & Communication Technology**  
University of Science & Technology, Sudan.

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## QUALIFICATIONS

December 2017 – January 2018

**CCNA Training Course at SUDACAD Training Center, Sudan.**  
Cisco Certified Network Associate, Routing and Switching.

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## SKILLS

### Key Skills:

- Installing, configuring, upgrading, and troubleshooting of computer hardware and software.
- Planning and implementation of computer networks.
- Excellent knowledge of computer architecture, PCs troubleshooting, data communication, Computer networks wire/ wireless communication and all Microsoft Office products including MS-Project.

### Hardware/Software:

Installing operating systems, maintenance of computer (hardware and software), connecting and maintain networks and provide technical support to users.

### Applications:

Microsoft office suite: word, excel, outlook and power point.

### Soft Skills:

- Customer service skills
- Verbal communication skills
- Written communication skills
- Ability prioritize and multitask
- Problem-solving skills
- Competence in office software
- Relationship management
- Rapport-building

### Key Competencies:

- Information Technologies and Network Management.
  - Technical Support and Troubleshooting. Hardware/Software (All Windows Systems, Servers, Routers, Switches, PCs, Printers, Scanner, Fax, Photocopier).
  - Professionally competent & committed employee.
  - Able to establish supportive relationships within a team.
  - Organized, hardworking & quick learner.
  - Friendly with excellent presentation skills.
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## LANGUAGES

**Arabic:** Native language.

**English:** Good reading, writing and speaking.

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## REFERENCES

- Mr. Moyasar Mohamed Almagboul Abdallah  
Network Engineer at Alfafa For Computer Co.Ltd  
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