

Curriculum Vitae

Personal Information

- › **Name:** ASHRAF GAFAR AHMED EL HAJ.
- › **Date of Birth:** 11th of January 1990.
- › **Nationality:** Sudanese.
- › **Marital status:** Not married.
- › **Address:** KHARTOUM – OMDURMAN – ALFITAIHAB ~ -Block No 22 -House No- 1007.
- › **Cell Phone:** +249910300045.
- › **E-mail:** Ash_gafar@Hotmail.com

Personal Statement

A highly experienced and competent Senior Infrastructure Engineer with six years' experience in a variety of office based environments. A level head and rational approach to problem solving leads to reliability and fast solutions to IT technical issues. An excellent communicator with the ability to explain procedures in a practical and user friendly way means that many IT problems can be solved via the telephone.

Comfortable working as part of a team or independently with a focus on delivering quality technical support on a continuous basis.

Core Expertise includes:

- › Fully experienced in providing and maintaining IT infrastructure across large networks.
- › Deploying new hardware, server backups & evaluating new software & security risks.
- › Involved in the roll-out of software updates and patches.
- › Broad knowledge and experience of IT operating systems including Microsoft Windows Server operating systems, 2008,2012,2016, VMware ESXi, and Linux OS.
- › Personal Expertise includes.
- › Experience working in a team-oriented, collaborative environment.
- › Proven analytical and problem-solving abilities.
- › Ability to effectively prioritize and execute tasks in a high-pressure

environment.

- › Can quickly develop a clear understanding of a client's needs.
- › Ability to absorb and retain information quickly.
- › Keen attention to detail.

Education

- › Bachelor of Science in Computer Science from Omdurman Islamic University 2010.

National service

- › At Zakat Chamber Network from February 2011 to February 2012.

Professional Experience

- › System Engineer FEB 2011- FEB Nov 2012.
- › ZAKAT Chamber of Sudan – Network Dept.
- › Response from.
- › troubleshooting, manage, monitor, maintain of Datacenter servers (DC, ISA, MAIL and DATABASE server)
- › Creation technical reports about data-center components Performance
- › Technical support for clients
- › IT Solutions Engineer SEP2013
- › Arabian Computer Company (ACC), Sudan
- › Installing, supporting & maintaining new servers hardware & software infrastructure.(HP & Huawei & DELL)
- › Ensuring the most cost-effective & efficient use of servers.
- › Suggesting & providing IT solutions to business & management problems.
- › Undertaking routine preventative measures & implementing, maintaining & monitoring network security, particularly if the network connects to the internet.
- › Planning & implement
- › Future IT developments & undertaking project work
- › Virtualization VMware vSphere , Fusion sphere , Hyper-V
- › Disaster Recovery solution designing and implementing

- › Storage system installation and configuration (DAS, NAS, SAN). Worked on brands (HP , NetApp, Huawei)
- › VOIP solution (Grand stream, Zycoo, Cisco, Dlink)

Trainings & Workshops

DEC 2018-JAN 2019

Official training in Huawei product and solutions:

- › Huawei E9000 Blade Server.
- › Ocean Store SAN storage.
- › Fusion Compute , Fusion Access.
- › U1900

PBX

JUNE

2018

NetApp:

- › ONTAP 9 Cluster Administration.
- › ONTAP 9 Data Protection Administration Sep 2016.
- › Zycoo PBX and IP Phones install & configure training.

Languages

- › Arabic language, mother tongue.
- › English language.

Courses

- › Course in Oracle DBA 10G in Sudacad telecommunications academy from 13- 2-2012 to 10-4-2012.
- › Course in Oracle DBA 11G in Cloud plus Center from 24- 9-2019 to 13-10-2019.
- › Course in Red Hat Linux Essentials in Sudacad telecommunications academy from 22-4-2012 to 17-5-2012.
- › Course in Linux System Administration in Sudacad telecommunications academy from 17-6-2012 to 5-7-2012.
- › Course in SPSS in inchone modern for computer institute from 10-4-2011 to 10-7-2011.
- › Course in computer networks in Omdurman Islamic university department of computer science from 20-3-2010 to 30-4-2010.

Computer literacy

- › Operating System: Windows & Linux (Excellent).
- › Microsoft office: Excellent.
- › Microsoft Project Plan: Microsoft Project Plan (Excellent).

Other skills

- › September 2013 to Present – Arabian Computer Company, Khartoum, Sudan
- › Senior Infrastructure engineer.

Interest

- › Customer service & solutions.
- › Managing customer requirement.
- › Project Management.

Other skills

- › Leadership skills.
- › Supervisory skills.
- › Strategic thinking.
- › Analytical skills and research.
- › Good analytical and logical approach.
- › Ability to work efficiently.
- › Ability to learn quickly.
- › Very good communication skills.
- › Ability to work under pressure.
- › Ability to work in a team.
- › Ability to solve problems.
- › Energetic, positive, self-motivated and optimistic person.
- › Valid driving license.

References

- › Eng. Mohamed Osman Mamoun - Technical Team Header. -phone: +249920000705 - E-mail: mom@arabian-computer.com.
- › Eng mohamed Elzaki - technical manager ACC +249912864609
- › Mohamed Abdalla Mohamed – 0123777750 Network administrator at CTC group