Amar Ibrahim Eljack Mursal

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Status: Visit

DOB: 29-4-1990
Marital Status: Single
Nationality: Sudanese

Driving License: Sudan
Language: Arabic & English

EDUCATION

University of Gezira
B.Sc. of Computer Science 2014

CAREER SUMMARY

Hard-working Computer Science graduate with more than five years of practical experience in Technical skills, System administrative and Support to apply my ability to the position of IT officer

EXPERIENCE

(Sudan) TEKNO Consultancy Co. Ltd
January /2019 to November / 2019
IT Officer

TEKNO Consultancy
تكنو الاستشارية

Achievements/Tasks:
- Installing, configuring, management and troubleshooting computer hardware, server, software, systems, Networks, Printers and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support across the company (this may be in person or over the phone).
- Setting up accounts for new users.
- Repairing and replacing equipment as necessary.
- Testing new technology.
- Possibly training more junior staff members.
- Windows Server Backup, Installing, Configuring and troubleshooting of all windows versions.
- Creates and verifies backups of data.
- Manage and configuration the ERP System.
- Managing Active Directory, DHCP, cloud configuration, File Server, Print.
- Microsoft Exchange Server2013(Mailbox Creation, Email Restore, Mail Flow Monitoring and administration).
- Consultancy in software including anti-virus and latest applications for engineering departments.
- Managing two Branches site in Khartoum (National Club Project) and (Mc Nimr project) remotely and visit site (configuring, troubleshooting, installing new of all IT infrastructure).
- Managing stocks of equipment, consumables and other supplies.
- Administrative Process in the department.
- Manage the relationship with the suppliers.

(Sudan) TEKNO Consultancy
May /2016 to December /2018
IT Help Desk Officer

TEKNO Consultancy
تكنو الاستشارية

Achievements/Tasks:
- Installing, Configuring and troubleshooting of all Windows (Versions).
- Consultancy in software including anti-virus and latest applications of AUTOCAD & BACKUP.
- Configuring and troubleshooting outlook express. Maintenance of computer hardware & Software.

- Creates new user's ID and/or email accounts for all newly appointed employees.
- Active Directory, DNS & DHCP, cloud configuration. Windows Server Backup, File Server, Print Managements
- Performs & provides technical support for all users of software applications & troubleshooting computer.
- Supports computer systems and their peripherals (Printers, Scanners, Copiers, etc.), troubleshoot as and when needed in an efficient manner.
- Support, Installing and configuring Windows Server 2008,2012R2,2016.
- Network printer installation and configuration.
- Managed the configuration fingerprint system.

(Sudan) CTC Group
January /2016 to April / 2016
Help Desk Assistant

Achievements/Tasks:
- Handling calls and emails from end-users and open a technical ticket in the Richmond system.
- Analyzed the problems and find solution.
- Implemented the Solution. Send feedback to the end-user.
- Updated the ticket status in the Richmond system.
- Performed Weekly report to help-desk manager

(Sudan) Amneen Multiple activities Company Ltd
October / 2014 to January / 2016
IT Support Engineer, Maintenance Engineer

Achievements/Tasks:
- Maintenance of PC and Laptops.
- Software installation and configuration.
- Supervise Support technicians.
- Monitor network usage and security.

LICINSE & CERTIFICATES
- ITIL V4 (Information Technology Infrastructure Library).

COURSES
- Storage Networking foundation & administration.
- VMware vSphere (V6).
- Microsoft Certified Solutions Expert (MCSE).
- Diploma in Network.
- Data base management uses oracle10g (DBA).

Technical SKILLS
- Network Support.
- System Administrator.
- MS Windows 7,8,10
- Troubleshooting
- Visualization Technology (VMware).
- Storage Solutions.
- MS Exchange Server.
- Active Directory.
- Customer service & Supervisor & Management.

SPECIAL SKILLS
- Organization skills
- Ability to work well with a range of people.
- Presentation skills.
- Analytical and diagnostic skill
- Strong communication skills.
- Problem solving.
- Fast learner.