Address:

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Ammar Mohammed Belo Ahmed Abobakr

Personal Statement	Friendly and outgoing person who is open to new ideas and ready to listen to others. Be able to work well alone, as well as part of a team. Be honest, reliable and organized. Try to make the most of every challenge to me, viewing the challenge as a doorway to new opportunities.
Date of Birth	Mayth 1988
Nationality	Sudanese
Education	**Pre - university Education**

Pre - university Education

1994-2002 Hassan Abdelbasit Primary School   Omdurman – Sudan

2002-2006 Al Nawras Special Secondary School   Omdurman – Sudan

Undergraduate Education

2007-2011   Khartoum/Sudan

Future University (Computer Man College) : B.Sc Honors (Upper second degree) (IT), Information Technology ,

Training

Elrazi College:

[5-4-2011 to 5-6-2011] in IT Department and Network & Security.

CTC Group

[Apr. 2017- Presnt]   Khartoum-Sudan

Helpdesk Analyst: Responsibilities and duties:
- Resolve technical hardware and software issues.
- Good knowledge of MS Active directory and MS Exchange.
- Services desk support.
- Administrator in server of system the attendance (Finger Printer Software).
- Experience in the IP Phone configuration and alcatel lucent phone system
- Admin for access control system .
- Admin for I track system (GPS System).
- Good knowledge and experience of Richmond ServiceDesk System.
- Admin and Manage CCTV Cameras for employee Security.
- Serve as a primary contact for all networks and cabling.
- Serve as a primary contact for telephone system and other communication devices.
- Maintain the documentation of all network equipment's and all network design.
- Ensure that all voice and data cabling is structured, properly organized and labeled.
- Systems and application troubleshooting.

Hyundai Sudan (Elbarbary Engineering)

[Nov. 2013-Apr. 2017]   Khartoum-Sudan

IT Administrator Responsibilities and duties:
- Resolve technical hardware and software issues.
- Good knowledge of MS Active directory and MS Exchange.
- Services desk support.
- Administrator in server of system the stock and system workshop in Hyundai workshop.
- Experience in the IP Phone configuration
- Admin for database in workshop and stock system by SQL.
- Admin for I track system (GPS System).
- Serve as a primary contact for all networks and cabling.
- Serve as a primary contact for telephone system and other communication devices.
- Attendance & Access Control System.
- Maintain the documentation of all network equipment's and all network design.
- Maintain 'back-up' of all network devices, PBX and other software related to communication systems (call accounting, high speed internet).
- Ensure that all voice and data cabling is structured, properly organized and labeled.
- Systems and application troubleshooting.
- Manage CCTV Cameras for employee Security.

Zain Mobile Telecommunications Company

[Jan 2013-Oct 2013]   Khartoum-Sudan

Help Desk Specialist Responsibilities and duties:
- Diagnose and resolve technical hardware and software issues Administer help.
- Good knowledge and experience of Remedy System.
- Redirect problem to appropriate resource
- Stay a current with the system information changes and update.
- Respond to all users and guest request and provide them with adequate network support.
- Responsible for the high availability of the high speed internet system, gateway, internet line and VPN tunnels.

[May 2012 - Dec 2012]   Khartoum-Sudan

Contact Center Agent:
                            Solving and handling enquiries –experience in customer care

Interests and Activities
                    Reading, Doing Artworks and Designing, getting new skills.

Languages

- Fluent Arabic (mother tongue).
- Fluent English.

Computer Skills

- Good knowledge in computer Application
- Good knowledge in writing proposal and reports.
- Good knowledge and experience of Remedy System.
- Good knowledge of ITIL Foundation 2011.
- Excellent Skills on System Analysis and Design.
- Good knowledge in Structured Query Language (SQL)
- Good understanding capabilities.
- Relevant IT understanding
- In-depth Remedy knowledge
- Knowledge of and enterprise computing environment.
- Knowledge of network wiring/cabling.
- Knowledge of routers, switches and hubs.
- Knowledge of network troubleshooting techniques.
- Knowledge of distributed processing operations, procedures, and equipment.
- Knowledge of problem-solving techniques.
- In-depth understanding of all Windows XP, Windows Vista,7 , 8 , 10 and Windows Server 2008 & 2003 .
- Printers related.

Personal Skills

- Ability on working with groups.
- Ability to work under pressure and for long time, or by shift.
- Ability to process information logically and solve problems.
- Ability to monitor and resolve problems with distributed computer systems components.
- Ability to identify and define user enterprise network needs.
- Ability to communicate effectively verbally and in writing.
- Ability to plan, organize and coordinate work assignments.
- Skills in use of relevant IT packages including Excel, Word, Power Point etc..
- Conceptual & analysis skills.
- Significant Problem handling and troubleshooting
- Excellent skills to hold presentations and reporting.
- Excellent Analytical Skills and Data Gathering.
- Creativity Innovative on organizing works.
- Fast Learning.

References

- Mr. Zuhair Abdelrahman Elgassas , Enterprise Operation Manager Zain Sudan
  M: +249912309770 E-mail: Zuhair.Elgassas@sd.zain.com .
- Mr. Elshaikh Madani, Call Center Manager Zain Sudan
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  M: +249905767660 E-mail: prasanna@elbarbary.sd .