

Ahmed Kamal Nogd MohammedAli

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Date of birth: May 22th 1994 | Nationality: Sudanese | Marital status: Single | Visa: Visa

Desktop Support Engineer | Technical Support Engineer

Accomplished and goal-driven Technical Support Engineer with 4 years of experience in technical support role. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions.; consistently recognized for providing an exceptional level of customer service and communication. Adaptable in fast-paced environments; worked in 100-user to 1500-user environments; a self-starter who takes initiative and provides effective support to team members and clients. Seeking to utilize expertise in information technology and desktop support to take next career step with a highly respected firm.

Professional Experience

Technical Support Engineer

Customer: E-Plus Technology (from DEC 2016 to SPT 2019), Sudan (Khartoum)

- installing and configuring computer hardware operating systems and applications;
- monitoring and maintaining computer systems and networks;
- talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;
- troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- contacting vendors and external consultants
- following diagrams and written instructions to repair a fault or set up a system;
- supporting the roll-out of new applications;
- setting up new users' accounts and profiles and dealing with password issues;
- Installing and Setting up IP phones and working with Cisco Call Manager.
- responding within agreed time limits to call-outs;
- prioritizing and managing many open cases at one time;
- testing and evaluating new technology;
- Supported remote access using VPN and various desktop remote protocols

28 Jun 2015 - 28 Sep 2015

IT Support & , Ministry of Finance & National Economy , Sudan (Khartoum)

- Installing new hardware (servers, printers, computer workstations, etc.) Installing new software
- Overseeing security of all systems, especially the internet, and installing antivirus protection
- Fixing network faults Network maintenance
- Technical support for people using the network Training staff on new systems, planning future improvements, suggesting IT solutions to business problems
- Making sure all IT meets industry standards.

25 Sep 2018 –27 Mar 2019

Call center (part-time), Zain , Sudan (Khartoum)

- Zain Company only 6 moths, Developed the skills of communication and the ability to do more than something at the same time (good listening, research and data entry) and the accuracy of time control .

Academic Qualifications

2012 - 2016

Bachelor in Information Technology

University of science and Technology, Sudan (Khartoum), Oct 2016

Certifications

Company	Certificate	Date
Microsoft	(MCSE): Windows Server 2012	2017
	(MCSA): Windows 7	2017
	(MCIP): Enterprise Desktop Support Technician on Windows 7	2017
Cisco	Cisco Certified Network Associate CCNA(R&S)	2017
	Cisco Certified Network Professional CCNP(R&S)	2017
CCTV access Controller	analog and IP	2017

Training Course

- Hardware and Software (A+)
- Cisco Certified Network Associate (CCNA)(R&S)
- CCTV
- Access Controller
- Cisco Certified Network Professional (CCNP)(R&S)
- Microsoft Certified Solutions Expert (MCSE)(2012)
- Cisco Certified Network Associate (CCNA) (Security)

Skills

<ul style="list-style-type: none">• Customer service-oriented• Proficient troubleshooter• Patient and diligent• Analytical and diagnostic skill• Managing tight deadlines• Strong communication skills• Team worker• Fast Learner• Software testing and training	<ul style="list-style-type: none">• MS Windows 7,8,10• MS Windows server 2012• MS Office• Office 365• Remote Support Tools• Incidents Management Tools• Mobile Devices• Fields and Sites Support• Data backup and recovery
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Languages

- Arabic (Native)
- English(Good)