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Career Objective

Motivated and technically skilled IT professional with hands-on experience in hardware and software troubleshooting, SAP module workflows , and IT networking. Seeking to contribute to Qatar Energy's Dukhan Operations by providing efficient end-user support and generating accurate, timely reports as per management requirements.

Academic Qualifications

☐ Garden city University (Sudan)

Bachelor in Telecommunication Engineering (2013-2018)

Professional Experience

IT Support Technician / End-User Support Specialist
IT technical support - (Hard)– Sudan
From: [11/2019] – **To:** [3/2023]
Key Responsibilities:

- Conducted troubleshooting for PCs, printers, and operating systems across field and office locations.

- Deploying and managing the Configuration Manager client.

- Connecting medical device into same network

- Implementing Endpoint Protection for managed PCs.

- Identifying and configuring methods for distribution and management of content used for deployments.

- Supported and maintained proprietary odoo modules, including standard workflows for operations, maintenance, and materials management.

- Maintained IT inventory, performed system upgrades, and ensured smooth IT service delivery aligned with company standards.

Professional Experience

POLICE MAN (Industrial Security)
CONTROL ROOM (Dukhan)- (MOI)– Qatar
From: [8/2024] – **To:** [Current]
Key Responsibilities:

- Monitoring reports of gas leaks or deformations in the stations in the Dukhan area. Supervising the stations and ensuring the safety of the site from hazards through surveillance cameras. Assessing risks and coordinating with the Qatar Energy Room.

- Using outlook for Emailing.

Technical Skills

- Strong knowledge of **SAP proprietary modules** and standard workflows (e.g., PM, MM, HR, FI).

- Proficient in **PC troubleshooting**, hardware diagnostics, and software installation.

- Familiar with **IT networking concepts** (LAN, IP configuration, basic routing).

- Advanced skills in **Microsoft Office Suite**, especially **Excel and Outlook**.

- Experience with ticketing systems, user account management, and remote support tools.

Certifications & Training

- SAP professional fundamentals – [courcera]

- ccna – [sudacad]

- Microsoft Excel for Reporting and Data Analysis – [courcera]

Languages

- **Arabic:** Native

- **English:** Very Good (Reading, Writing, and Speaking)

Additional Information

- Excellent communication and interpersonal skills.

- Strong attention to detail and commitment to IT service quality.

- Available to join on short notice .

- Prepared and updated daily, weekly, and ad hoc reports using Microsoft Excel and SAP reporting tools using SAP simulation platform.

- Managed basic networking tasks, diagnosing connectivity and access issues in LAN environments.