



ALI OMER ALI AHMED

IT Support

Email: [alikoomer14@gmail.com](mailto:alikoomer14@gmail.com)

Phone: 0509885510, 0505553438

## **OBJECTIVE :**

To utilize my technical and management skills for achieving the target and developing the best performance in (name of organization). I would like to implement my innovative ideas, skills and creativity for accomplishing the projects.

## **EXPERIENCE :**

### **Twam Agriculture ( from March 2016 until now ) :**

IT Support and my Responsibility is :

- Installing and Configuring computer hardware, software, networks, printer and scanner.
- Setting up accounts for staff, ensuring that they know how to log in.
- Solving Password problems.
- Monitor and Maintain Computer system and Networks.
- Replace parts as required.
- Provide Support, including procedural documentation and relevant reports.
- Priorities and manage many open cases at one time.
- Troubleshoot System and network problems, diagnosing and solving hardware or software faults.
- Test and evaluate new Technology.

### **ALRAWABI FOR DEVELOPMENT CO.LTD (from June 2015 to December 2015) :**

Worked as IT Engineer and I was responsible from:

- Printers.
- Accounting & HR Modules (ERP SYSTEM).
- Networking.
- CCTV.
- Installation Software and Computer Hardware.
- Outlook Emails.

## **Alseraj Alwahaj Engineering CO.LTD (from Feb 2010 to May 2015):**

Work as Technical Support (ERP) for the group and I was responsible from:

- Backing up and setup up the system
- Guiding the system's modules for the staff team and fixing it's bugs
- Meanwhile testing the system's modules and it's reports

## **EDUCAION :**

- Elementary School:  
Comboni Boys School – (Khartoum ,Sudan.)
- Secondary School:  
Alnkba secondary school – (Khartoum ,Sudan.) 2003 to 2005
- University:  
B.Sc. (IT) bachelor of computer science and information technology.  
Agra University ( India ) (2006 to 2009)

## **PERSONAL SKILLS:**

- Good communicational and interpersonal skills.
- Ability to work under stress for a long period of time.
- Ability to work on owns initiative as well as a part of a team.
- Organize and prioritize personal schedule.
- Ability to make professional reports.
- Arranged meetings with senior management.
- A skilled communicator; able to maintain cultural sensitivity, establish rapport with members of diverse groups, and promote team cohesiveness.
- Re-organised and improved the any department.
- Ability to maintain the highly confidential nature work.

## **Skills SUMMARY :**

- Operating systems: Windows.
- Networking CCNA (Cisco Certified Network Associate).
- MCITP (Microsoft certified information technology professional).
- Proficient in Microsoft Word, Access and Excel.
- Exemplary problem-solving skills; able to identify problems and implement corrective

processes.

- Strong leadership skills: able to prioritize, delegate tasks, and make sound decisions quickly while maintaining a focus on the bottom line.
- Skilled researcher and administrator.
- Skilled at presenting technical and abstract concepts in a clear and concise way.
- Highly organized and independent; able to effectively coordinate tasks to accomplish projects with timeliness and creativity.
- Skill at synthesizing and editing information to achieve overall objectives.
- Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.
- Company's personnel recruitment complement, flow and eliminated, ensuring the normal work of the departments work.
- Handling all kinds of emergencies and other work arranged by leadership.
- Ability to sending and receiving the company's express, letters, parcels.
- Able to lead and manage a large team.
- Research new ways of using the internet for recruitment.

#### **Languages :**

- Arabic ( Mother Tongue )
- English (Fluent )

#### **Personal Information :**

- Adders : Abu Dhabi , UAE
- Email : [alikoomer14@gmail.com](mailto:alikoomer14@gmail.com)
- Mobile : 0509885510
- D.O.B : December 1 , 1987
- Marital status : Single
- Nationality : Sudanese