

MOHAMED AHMED HASSAN

@ mohamedhassan.eoe@gmail.com 📍 Abu Dhabi

☎ 00971567605042



OBJECTIVE

I'm a Qualified and result-driven IT services, Customer Service and network professional with an extensive experience spanning IT infrastructure, communication, system operations, service management, network management and disaster recovery. Possesses outstanding ability to managing the overall administration of LAN System involving design of network layouts, configuration and maintenance of application servers. Primarily striving to understand clients' needs and provide them exceptional results through a cognitively flexible and positive approach. Extremely productive and efficient in juggling multiple project priorities in a fast-paced work environment Education.

EXPERIENCE

Jan 2022 -
June 2022

Kish airline -ABU DHABI

Helpdesk service

- Answering or making calls to clients to learn about and address their needs, complaints, or other
- issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that
- clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing
- angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and
- reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call center metrics while providing excellent
- consistent customer service.
- Making sales or recommendations for products or services that may better suit client needs.
- Taking part in training and other learning opportunities to expand knowledge of the company and
- position.
- Adhering to all company policies and procedures.

March
2017 -
August
2020

Sudan Judicial department

IT support

- Maintained and administered computer networks and related computing environments including
- systems software, applications software, hardware, and configurations.
- Performed remote troubleshooting through diagnostic techniques and pertinent questions.
- Serving as the first point of contact for customers seeking technical assistance over the phone or
- email.
- Performed disaster recovery operations and data backups when required.
- Protected data, software, and hardware by coordinating, planning and implementing network
- security measures.
- Troubleshooting, diagnosing and resolving hardware, software, and other network and system
- problems.
- Use ticketing application to register, assign, tracking, resolving, enclose and escalating issues.
- Replaced faulty network hardware components when required.
- Maintained, configured, and monitored virus protection software and email applications.
- Monitoring network performance to determine if adjustments need to be made.
- Conferred with network users about solving existing system problems.
- Designed, configured and tested networking software, computer hardware, and operating system software.
- Researched, identified, and resolved customer complaints using applicable software.
- Installed any new computer or printers and joint them to local network.
- Managed the internal network, because we are registered as an administrator account.
- Transferred any data inside the local network.
- Installed and Configured CISCO IP phones.

EDUCATION

Sudan University of science and Technology
information technology

SKILLS

- Computer Skills MS Office Team Work & Multi Task Reporting Time Management Communication skills

PROFESSIONAL TRAINING AND CERTIFICATION

- - ITIL V4 Foundation – (Self Study)
 - cisco certified network associate CCNA
 - Windows server 2016 training certification
 - microsoft certified associate AZ104
 - COMPTIA A+ TRAINING- (self study)
 - CISCO CYBER SECURITY TRAINING ONLINE
 - intensive English programe (infrasrtacture university of kuala lumpur)
 - IELTS
 - ICDL

TECHNICAL KNOWLEDGE SKILLS:

- **Microsoft Windows Administration**
Windows 7, 8, 8.1, 10, Server 2016, Active Directory.
- **ITIL V4 Foundation Concept.**
- **IT Helpdesk L1 / L2.**
Use ticketing application for technical issues like manage engine and BMC remedy.
- **Hardware/Software:**
Installation, Configuration, troubleshooting of Laptops desktops machines, Printers and Scanners.
- **IT Service Desk**

DECLARATION

- I, the undersigned, certify that the statements made here are complete and accurate to the best of my knowledge and belief. I understand that any willful misstatement renders me liable to dismissal if employed.