

# Hassan Idris Mohamed Suliman

## IT Support Engineer

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## OBJECTIVE

An ambitious IT Professional with a strong technical background who possesses self-discipline and the ability to work with minimum supervision. Having exposure to a wide range of technologies and able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives.

## EDUCATIONS

B.SC Honor in Computer Science.

## TECHNICAL Certification

- ITIL 4 Foundation Online Course.
- Diploma in Computer Application.
- Network Design Administration

## EXPERIENCE

### IT Support Engineer – Ministry of Education – ABU DHABI, UAE

#### From 14th October 2018 – Till now

My responsibilities at this level involve:

- supervising and managing hand to hand with Computer teachers in the correspondent schools to run the back-office hardware systems and applications smoothly without interruption

Carry out documentation of resolutions of all Level 2 and 3 incidents to be sure correct and detailed descriptions are imputed into the ticketing system.

Frequently check the ticketing system for incoming service desk requests; vet requests thoroughly, then evaluate and route them.

Carry out proper tracking of service requests and ensure resolutions to problems are documented in the ticketing system.

Incident, request and problem management, ability to provide solution(s)/workaround(s) to incidents and Problems.

Work to SLA thresholds for incident(s), request(s) and problem(s) Reduce overall

- Supporting networking systems, Hardware, and applications. Coordinating with all Depts and sections to solve all related issues

Prioritizing and managing several open cases and mini projects at one time

Manage the day-to-day operations of the call center.

Utilize ticket tracking system to document all support incidents.

Processing requests for new starters and leavers (account creation \ deletion across multiple platforms).

Creates and maintains, detailed and complete, Helpdesk documentation.

Reporting of metrics and KPIs for the Helpdesk.

- Support Cisco Network in Abu Dhabi Schools – Configure Network Ports and Network Printers Remotely
- Coordinate with third parties and contractors to ensure that the services and project's deadlines are Completed.

Identify opportunities for automation, and assist with the development of automation systems to address those opportunities.

- Obtain a daily tech: Image Processing, Antivirus functionality, Internet connectivity, Network configuration, Peripherals and Drivers Installation, Labs management and Control units.
- Assisting the network manager with support requests.
- Assisting Asset Support Manager and Warehouse with new and old items.

## **IT Support Engineer**

### **Ruwais Housing Complex Expansion – Phase IV from August 2015 – October 2017**

My responsibilities at this level involve:

- Prepare, install and configure standard Windows 8/10 image on end-users' workstations.
- Maintains of record be reference and date and time.
- log record for the approval and rejected documents.
- Applications (Word, Excel, PowerPoint, Outlook, etc.), basic Wide Area Network, basic Local Area.
- Installing, configuring, testing, maintaining, and administering new and upgraded, platforms.
- Forwards information by receiving and distributing communications; collecting and mailing correspondence; copying
- Deploy Windows 7/8/10 service packs, patches, and updates on all end-user workstations.
- Network connectivity troubleshooting, ping, trace route, telnet.

## **IT Technical Support Engineer**

### **National university of Ribat, Khartoum- Sudan April 2010 – July 2015**

My responsibilities at this level involve:

- Installed software, configured, and tested customer PC's, analyzed functionality of peripheral appendages.
- Teacher in computer labs
- Office of the Registrar (entry and processing of student data in the system)

- Academic Office (introduction, processing, and extraction of results from the system)
- Worked closely and effectively with vendors to replace/repair defective hardware and software.
- Instructed and trained end-users regarding computer literacy
- Collaborated with the staff to optimize working environment and requirement.
- Ran routine phone troubleshooting and configuration.
- Create, develop, and update examination system data base
- Create, develop and student's information system data base

## TECHNICAL SKILLS

- Internetworking, TCP/IP.
- Deliver the maximum service value to customers.
- Services should offer the best utility and trustworthy warranty.
- Deliver the maximum value to customers without requiring them to own unpredicted costs & risks
- All the processes should be planned for the specific objectives.
- Roles should be defined clearly for the task-oriented collective efforts.
- Optimize the use of 'resources' & 'capabilities'.
- Software Installation.
- Troubleshooting.
- Computer Networking.
- Oracle Database.
- SLA definition.
- ITIL framework.
- services design, management, and operations.
- incident and emergency management
- Doing all the Daily, weekly & monthly checks carefully in time and raise the incident in case of any inconsistencies found.
- Technical Support.
- Computer Hardware.
- Escalates issues in a timely manner to avoid project delays
- Responsible for task completion on a timely and accurate basis.

## PERSONAL INFORMATION

Address : Abu Dhabi, UAE  
 Nationality : Sudanese  
 Marital Status : Married  
 Languages : English – fluent, Arabic - Mother Tongue.