Mustafa Ali Bilal Abdelkhair

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Objective

A highly motivated and dedicated individual with diverse experience in IT support, procurement, and volunteer leadership. I am committed to utilizing my skills in technology management, customer service, and team coordination to contribute effectively to community development and organizational success. With a strong passion for innovation, I aim to leverage my technical expertise and leadership experience to drive impactful projects and initiatives, while continuing to develop professionally in dynamic and challenging environments.

Professional Experience

- **Al-Bara'ah Specialized Hospital , Kassala State , Sudan**   3/2023 - 3/2024
  IT Engineer
  Managed IT systems and networks, ensuring the hospital's operations ran smoothly.
  Provided technical support to hospital staff and ensured efficient use of hospital software systems.
  Assisted in troubleshooting and maintaining hospital equipment to ensure patient care continuity.

- **Hamdaniel's Library , Al-Rashid Library , Al-Nibras Library , Kassala State , Sudan**   2022 - 2023
  Library Assistant
  Worked in several libraries, assisting with the organization of books and customer support.
  Provided technical assistance and ensured proper cataloging of library materials.
  Assisted in maintaining the overall cleanliness and order of the library space.

- **Professor Hamdaniel's Stationery & Computer Supplies , Kassala State , Sudan**   3/2019 - 10/2022
  Sales and Procurement Assistant
  Handled the procurement of school supplies, office tools, and computer equipment.
  Built and maintained relationships with local and international suppliers.
  Assisted customers with selecting products and provided technical advice on computer equipment.
  Monitored inventory levels and ensured timely restocking to meet customer demands.

- **Al-Anfal Travel & Tourism Agency , Kassala State , Sudan**   2019 - 2022
  Employee
  Assisted customers with travel bookings and tourism services.
  Managed office operations, including document handling and communication.
  Provided customer support and resolved inquiries related to travel and tourism services.

- **Various Grocery Stores , Al-Tawahin , Halanqa , Kassala State , Sudan**   2015 - 2019
  Grocery Store Worker
  Worked in multiple grocery stores, assisting with inventory management and customer service.
  Handled stock organization, restocking, and maintaining store cleanliness.
  Provided assistance to customers with product selections and inquiries.

Education

- **University of Kassala , Faculty of Computer Science and Information Technology , Kassala State , Sudan**   2024
  Bachelor Degree in Information Technology
  Third Class

Skills

- Procurement & Vendor Management.
- IT Support & System Maintenance.
- Inventory & Stock Management.
- Customer Service & Technical Consultation.
- Leadership & Team Coordination.
- Problem Solving & Decision Making.
- Communication & Relationship Building.
- Time Management.

- Ability to work under pressure.
- Microsoft Office (Word, Excel, PowerPoint).

Volunteer Work

- **President, Computer Science and Information Technology Association University of Kassala , Kassala State , Sudan (2022 – 2024)**
  Led the association, organizing events and fostering student involvement in technical activities.
- **Volunteer, 16 Days Campaign Future Organization , Kassala State , Sudan (11/2023)**
  Supported the "16 Days of Activism" campaign, raising awareness about gender-based violence.
- **Smartan Pars Organization , Kassala State , Sudan (One-week program, 2023)**
  Assisted in organizing community engagement activities and workshops.
- **Member, Towards a Technological Community Towards a Technological Community Organization , Kassala State , Sudan (2024 – 2025)**
  Participated in initiatives promoting technology for community development.

Training Courses And Certificates

- Supporting Business Start-ups and Networks Program in British Council (Kassala State , Sudan).
- Fundamentals of Social Work in Faculty of Computer Science , University of Kassala (30/9 _ 3/10/2024).
- Advanced English Language Course in British Educational Centers , Kassala Branch (13/7 _ 3/12/2024).
- Electronic Reservation in First Class Academy for Aviation Science (26/1 _ 11/2/2021).
- Home Nursing in Sudanese Red Crescent Society (Kassala State , Sudan) (1 _ 30/2/2018).
- First Aid in Community in Sudanese Red Crescent Society (Kassala State , Sudan) (8 _ 30/12/2017).
- Foundation of Ethical Hacking (UDACITY) (3/2/2025).
- IT Programming Course in Computer and Information Center , University of Kassala (1/12/2024 _ 12/1/2025).

Activities

- I organized community workshops focused on the application of technology in healthcare management.
- I participated in campaigns aimed at promoting efficient procurement practices and optimal resource utilization.

Languages

- Arabic (Native).
- English (V.Good).

Personal Details

- Date of Birth : 21/1/1998
- Nationality : Sudanese
- Gender : Male