

Boshra Mubarak Abdalla

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Profile:

- An **IT Support Engineer** with **Bachelor Degree** in **Computer Science** from an Indian university and higher Diploma in Advanced Computing
- **3 Years of Experiences**

Personal Information:

- Marital Status: Single
- Nationality: Sudan
- Date of Birth: 1, Jun,1994
- Language: Arabic Mother tongue and English Fluent

Areas of Expertise:

- Backtrack & Kali Linux
- Microsoft Offices 365
- MCSA 2016, Windows Server 2012,2019
- Cisco Routing and Switching CCNA
- CompTIA A+ And N+
- Virtualization Technology by VMware Workstation, VMWARE, HYPER-V, STORAGE, CLOUD FUNDAMENTAL
- Red hat Linux RH 124, RH 135, RH 254, ubuntu, kali Linux, backtrack
- Technical Support Experience of Servers, System Administration and Network

Skills:

- Help desk and tech support: Hardware Assembly, Maintenance, Peripherals, Printers, Drivers
- Networks Configuration: Servers, Routers, TCP/IP Sockets, LAN Technology, Fiber Optics Fundamentals
- Operating Systems: Windows servers, XP, 7, 8, 10, MAC OS,
- Linux Operating system, Red hat Linux V6, Testing Operating System, Kali Linux, Backtrack
- Leadership and Operations: Customer Service-Oriented, Exceptional Verbal and written communication skills, software training and implementation, Efficient multi-tasker

Work Experience:

➤ Etisalat contact center Ajman

Senior Call Center Agent (BackOffice Support)

Ministry of Health (present until now)

- **Supporting the Front line**
- **Following up the front-line cases**
- **Training the front line about the new services and rolls updates and taring the new joiner**
- **Conducting the concerned department regarding the customer inquiry and cases**
- **Providing an IT Support to the agents regarding to any System issues**
- **Working with different system**

➤ IT Support Engineer

Prototype Innovation Company (India) 2018 - 2020

- Win10, Server 2008, 2012,2016,2019).
- Troubleshooting of Computer hardware related problem such as like UPS, SMPS, Printer, Scanner, monitor, Motherboard, Keyboard, Mouse, HDD and Know Repaired it
- MS outlook configuration, backup, restore and troubleshooting.
- Disk Management, Partitions, Folder sharing, Access Permission
- Printer and scanner installation and troubleshooting
- Local and Network Printer Installation, Configuration and Sharing
- Maintenance and Troubleshooting of All type of Laptop issue.
- Modem configuration and Data Cards installations
- Responsible for the maintenance and repair of routers, switches, and backup systems integral to network functionality.
- Assisted in firewall maintenance throughout the network environment to maintain a secure system.
- Served as the Microsoft Windows desktop operating system resource person to quickly address complex user issues.
- Performed configuration testing of antivirus software in a networked environment
- Testing all System and generating a report
- Updating all the Software up to Date
- Working with Different operating system like, Kali Linux, ubuntu

➤ Professional Certifications:

- Certified Ethical Hacker
- Microsoft Certified Solutions Associate
- Microsoft Certified Professional
- Cisco Certified Network Associate Routing and Switching
- ECSA-EC-Council Certified Security Analyst Certification
- ITIL Foundation

➤ Workshops Training Courses:

- Cloud Computing
- Java Technology
- Mobile Application Development
- Internet Of Things
- Career Guidance Program
- Android Technology
- Computer Technical

Achievements & Awards:

- The best international Students of foreign students in my college
- Won Overall Championship in SNR College for Ethical Hacking
- I have got an opportunity from the university director to have a paper publication and the name of the paper I published its Intelligent Door for Security by Jarvis to Control Internet of Things in CCTV in Sensitive Places This paper is loaded with a high protection system used in most sensitive areas which are highly important