

# IBRAHIM FAROUQ YOUSEF

## IT ENGINEER

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## EXPERIENCE

NOVEMBER 2023 – NOW

**IT Engineer | Alnamoos Company | Dubai, UAE**

Monitored system performance, installed and configured operating systems and applications, and enhanced data security using firewalls and antivirus software. Developed solutions for technical issues, ensuring efficient operations and proper documentation. Improved IT infrastructure and ensured system stability while maintaining secure and optimized systems.

JANUARY 2021 – NOVEMBER 2023

**IT Administrator | Electric Motors Company | Khartoum, Sudan**

Monitored server performance to proactively identify and resolve potential issues. Enhanced data security by deploying firewalls, antivirus software, and intrusion detection systems. Set up secure VPN access to support remote work for employees. Monitored networks and devices to quickly address technical problems.

AUGUST 2016 – DECEMBER 2020

**IT Support Engineer | Ain Almaha Company | Khartoum, Sudan**

Installed, configured, and maintained operating systems and software. Assisted in developing IT policies to ensure a secure environment. Provided remote support to users during travel or remote work, minimizing disruptions. Diagnosed and resolved hardware, software, and network issues quickly and efficiently.

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## EDUCATION

JUNE 2016

**B.SC. of Electronic Engineering (Telecommunication) | Al Manhal Academy of Sciences | Sudan**

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## SKILLS

Network Management • Operating Systems (Windows, Linux, macOS) • Cybersecurity • Troubleshooting and Problem Solving • Server Management (Web Servers, Database Servers) • Technical Support • Software Updates and Upgrades • Documentation and Reporting • Project Management • Communication Skills

## COURSES

CCNA • CCTV • MCSA 2012 /2016 • Mind Lows • EHS & WAH& Electricity • EHS HUAWEI • QUALITY CONTROL (RF-MW) • OSHA • Time Management • MTCNA & MTCRE & MTCINE