

# FARAH MOHAMED FARAH



## Contact

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## Languages

*English:* fluent  
reading and writing

*Arabic:* native language

# IT Support Engineer

## Summary

I consider myself a hard worker because when I set a goal in my life I seek for it no matter how hard it was ,I like team-work because working with other people create great result rather than working individually , also I like solving problems because it's give me the chance of showing my true potentials.

## Skill and knowledge

- always seeking on how i can add value to the company.
- Good analytical and troubleshooting abilities .
- Experience in windows and linux environments.
- Patient and able to walk customers through troubleshooting and repair process.
- Good customer-service skills.
- the ability to work well with others .
- knowledge of computer operating systems, hardware and software .
- troubleshooting service equipment like printers, projectors and IT networks.

## Work Experience: (1-2)

**15 October 2020 \_\_\_\_ Current:**

**Napata college\_\_Khartoum, Sudan**

### Technical Supervisor

- Installed and maintained company's computer systems and network.
- Performed upgrades and installed updates.
- Completed troubleshooting and repair when computers had problems.
- Assisted office staff with computer application questions.
- Conducted computer technology training with all new staff.
- Recommended computer products and applications to improve productivity.

1 July 2020 \_\_\_\_ 31 October 2020

**Infopedia ITECH**\_\_Khartoum, Sudan

### **Coding Bootcamp Training Program**

- I Had an intensive, accelerated learning in Full-Stack Web Development, Data Science, visualization and object oriented programming.
- I Had learned widely used programming languages and frameworks such as, **Python on Django and Flask, JavaScript,** and **PHP** stacks through project-based learning.

1 May 2020 \_\_\_\_ 15 June 2020

**Sudani Telecommunication co.**\_\_Khartoum, Sudan

### **Customer service agent (Call Center)**

- help customers with complaints and questions.
- give customers information about products and services
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Ensure customer satisfaction and provide professional customer support.

6 May 2019 \_\_\_\_ 6 March 2020

**Ministry of Defense**\_\_Khartoum, Sudan

### **Help Desk Assistant (National Service)**

- Basic networks consulting.
- Data entry for customers.

## Education

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Bachelor degree in: **Information technology** - 2018  
**University of science and technology**, Khartoum, Sudan.

## Certifications

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**CCNA** (cisco certificate network associate):  
\* **network plus training center**\_\_Khartoum, Sudan.

**BOOTCAMP TRAINING PROGRAM** :  
\*Infopedia ITECH\_\_Khartoum, Sudan.

Programming languages :- **JavaScript, HTML5, Python , CSS, MySQL** . Frameworks: - **Flask, Django**.