



# Hani Mohamed Zakaria

## Computer & service Desk Engineer

Certified on ITILV4, MCITP, CCNA and Office 365, Able to work on own initiative and as a part of team. Excellent communication and people Skills. My goal is to join organization that can give me the opportunity to apply my knowledge and develop more skills in the IT field

## WORK EXPERIENCE

### IT Service Desk Engineer AHBA Air Handling Company

12/2016 - 08/2020,

*Khartoum internationalairport*

*AHBA Air Handling Company, is a private aviation ground handling services company, a division of it's mother company "Air Handling & Booking Agency company Ltd".*

*Achievements/Tasks*

- ✓ Provide Network and Telecommunication services for both internal and external customers in effective, efficient and timely manner in order to deliver the agreed service levels.
- ✓ Provide, maintain and monitor organization's desktop computing environment for both internal and external customers in effective, efficient and timely manner to ensure smooth desktop services.
- ✓ Provide L2 support sites and users
- ✓ Identify and resolve end user hardware and software problems in a timely and accurate manner
- ✓ Comply with the IT Policy to ensure all activities are as per the standards
- ✓ Troubleshoot issues in person, remotely or on the phone
- ✓ Daily operation and platform support to users
- ✓ Properly escalating unresolved queries to the next level of support
- ✓ Coordinate with onsite and office team on following up resolution to open/pending tickets
- ✓ Support LANs, WANs, network segments, Internet, and intranet Maintain system efficiency.(Daily check )
- ✓ Access Point , Wireless Router Configuration.
- ✓ The company operates on the basis of the Itil system.
- ✓ Evaluate and modify system's performance.
- ✓ Identify user needs.
- ✓ Regular maintenance of computers, scanners, printers
- ✓ Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- ✓ Removed malware, ransom ware and other threats from laptops and desktop systems.
- ✓ Performed root cause analysis and general troubleshooting.
- ✓ Collaborated with outside departments to implement system-wide improvements.
- ✓ Configured hardware, devices and software to set up work stations for employees.
- ✓ Collaborated with vendors to locate replacement components and resolve advanced problems.
- ✓ Patched software and installed new versions to eliminate security problems and protect data.
- ✓ Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.

*Contact: available in request*

### IT Support Engineer

#### AHBA Air Handling company

10/2011 - 04/2016,

*Khartoum internationalairport*

*Achievements/Tasks*

- ✓ Troubleshoot problems reported by users.
- ✓ Support LANs, WANs, network segments, Internet, and intranet systems.
- ✓ Technical Support representatives & troubleshoot problems with computer software & hardware.
- ✓ CCTV (Install, Maintenance , Monitoring & configuration )
- ✓ Regular maintenance of computers, scanners, printers Access
- ✓ GPS tracking system install & monitoring Contact: available in request.
- ✓ Helped streamline repair processes and update procedures for support action consistency.
- ✓ Configured hardware, devices and software to set up work stations for employees.
- ✓ Performed root cause analysis and general troubleshooting.

*Contact: available in request*

### Field Engineer/IT Support Engineer

#### Datalog Technology Inc, Sudan

10/2006 - 09/2011,

*The Company offers formation evaluation solutions to the international petroleum industries. Datalog Technology operates worldwide.*

*Achievements/Tasks*

- ✓ Act as a technical liaison between mud logger engineering teams and Drilling company Worked on under balanced Drilling Data acquisition (UBD).
- ✓ Working on Mud logging, Gas detection, Rig instrumentation
- ✓ Network, Monitoring & management software Maintenance of computers and printers
- ✓ Install sensors & device in Rig up(RPM-GAS Detected Torque )
- ✓ Uninstall Sensors & device in Rig down.
- ✓ Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- ✓ Eliminated downtime and maximized revenue by providing top project quality control.
- ✓ Proved successful working within tight deadlines and fast-paced atmosphere.
- ✓ Monitored all company inventory to ensure stock levels and databases were updated.

*Contact: available in request*

## Certificates

### ITIL V4

1/2021

- MCITP

1/2011

- CCNA

4/2011

## EDUCATION

### **B.Sc.(Honors) In Electrical & Electronics Engineering (Computer Engineering)**

University of Technology & Sciences

01/2001 - 06/2006,

*Khartoun, Sudan*

## COURSES

**Internal Auditing ISO19011:2011 (02/2015)**

*Sudanese German Center For Quality Assurane*

**Aviation Security International (ASI) (05/2017)**

*Ahba training Center Approve by Civil Aviation*

**Dangerous Goods Regulations (DGR) (01/2018)**

*Ahba training Center Approve by Civil Aviation*

**Safety Management System (SMS) (02/2018)**

*Ahba training Center Approve by Civil Aviation*

## SKILLS

- ❖ *Engineering support*
- ❖ *Basic IT support*
- ❖ *Onsite customer support*
- ❖ *Rehabilitation support*
- ❖ *Quality assurance support*
- ❖ *Audit support*
- ❖ *Service initiatives support*
- ❖ *IT Vendors & Suppliers management*
- ❖ *Excellent communication and people S*
- ❖ *Managing all kind of written repor*