



SALAHALDIN MOHAMED

certified IT technical support Engineer, highly experienced in problem-solving and providing support with grid responsiveness within the manufacturing machinery and processes seeks to secure a job in an organization where I can invest and develop my experience.

Education and Qualifications

Bachelor’s Degree in Information Technology

University of Science and technology, KHARTOUM-SUDAN

Work experience

Data Entry OPERATOR

2019 - 2020

MANAGEMENT OF H.H.SHEIKH.SULTAN BIN ZAYED, Abu Dhabi - UAE

-Perform all data entry related tasks including sorting, proofing, updating, mailing and storing.
- Process and resolve data inquiries by searching and reviewing the databases.

Technical Support Engineer

2018 - 2019

ZAIN SUDAN, KHARTOUM-SUDAN

Responsible for diagnosing & resolving hardware, software & end users problems.
Acting as the first point of contact for all IT & technical queries.
Developing the infrastructure and systems to meet the companies needs.
Working within a TCP/IP network environment, including DHCP, DNS and ethernet Involved in the rollout of software updates and patches.
Investigate specialist and complex IT support issues.
Communicating with third party technical specialists.
Configuring and managing backup & restore procedures.
Maintaining a wide range of computer hardware and software programmes.
Identifying & reporting on the budgetary implications of IT projects and upgrades.
Provide secondary support for LAN administration.
Responsible for allocating work to junior staff and induction training for new staff.
Deploying new hardware, server backups & evaluating new software & security risks.

Customer Service

2017 - 2018

SUDANI TELECOM, KHARTOUM-SUDAN

Serves Customers by providing product and service information and resolving product and service problems.
Attracts potential customers bu answering product and service questions and information about other products and service.
Opens customer accounts by recording account information.
Maintains customer records by updating account information.

Skills



Personal

Name
SALAHALDIN MOHAMED

Address
Abu Dhabi
United Arab Emirates

Phone number
00971502797300

Email
salahmohmed11738@gmail.com

Date of birth
01-01-1991

Place of birth
SUDAN

Gender
Male

Nationality
Sudanese

Marital status
Single

LinkedIn
salahmohmed11738@gmail.com

Interests

Reading
Photography
Travel
Football