



IT Technical Support Personable and knowledgeable IT support technician with over 5 years of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at a Tier 2 level, solving 99.2% of issues without transferring to Tier 3 support. Seeking to provide expert technical support to enterprise organizations as the L3 tech support engineer. MCSA and Cisco Technology Skills.

MOHAMMED SHAMS ELDIN ABDALLA

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Date of birth 09/07/1987 , Abu Dhabi

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Skill Highlights

- Proficiency in programming languages
- Strong decision maker
- Complex problem solver
- Creative design
- Customer Service Skills
- Service-focused
- Multimedia skills

Languages

Arabic – Native

English – Excelent

Valid UAE Driving License

Link key: Active Directory, Domain, DNS, Networks, Windows Server IP Address, DHCP, Troubleshooting Help desk support.

Experience

05/2016 to 09/2022

- Office administrator (UGIB.LLC), Dubai- Hatta City

- Providing technical support solutions such as PC, users, Scanners, Printers and informing application support representatives
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
- Dealing with a range of corporate portals and access permissions
- Follow up on physical hardware devices, and give the user permissions
- Scan documents and print files, when needed
- Keep information confidential
- Respond to queries for information and access relevant files
- Comply with data integrity and security policies

01/2011 to 11/2014

- Desktop Support Assistant. (ORKAN.LLC), Khartoum

- Deliver desktop support and technical training on software, hardware, and network troubleshooting to 30+ end users
- Coordinate all aspects of helpdesk and ticketing system, including network installation, maintenance, and support.

Educations

2005-2009

Bachelor of Science: **Information Technology**

El-Mashreq College for Science and Technology, Sudan

Training

Microsoft Certified Solutions Associate (**MCSA**)

Cisco Certified Network Associate (**CCNA**)

VMware

Information Technology Infrastructure Library (**ITIL**)

*All certificates only are training courses.

References

Mohammed Abdulkadir – Technical Support Analyst – Cerner company
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