Mohammed Ibrahim Abbas

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- **Email: mohammeddf2020@gmail.com**
- **Languages known: Arabic, English**
- **Nationality: Sudanese.**
- **Visa Status: Visit Visa.**
- **Valid D/L (Sudan).**
- **Proffered Location: All over UAE**

Technical knowledge

- ERP System (Odoo functional)
- Systems (Installation, Configuration)
- Active Directory Administration
- Exchange Mail Administration
- SERVERS Management
- Kaspersky security administrator
- Fort iGATE firewall administrator
- Computer Maintenance

Profile Highlights

- I would like to pursue a challenging career and strive to gain knowledge and gain more in the growing field of IT. My areas of expertise include **systems engineer**, **network administration**, **ERP System (ODOO),** and **technical support** that includes software and hardware.
- (3+) years of experience in Information Technology Engineering - Network Engineer and Systems Engineer. Professional Desktop Support Specialist I have experience providing technical support for various computers, systems and office devices. Balances priorities while quickly solving problems to support operations and performance

Areas of Experience Summery

❖ Network Administrator:

Faisal Islamic Bank -- (Khartoum, Sudan)   -- January 2019 – Sep 2020

Duties: -

- Identifying, diagnosing, and resolving network problems.
- Performing complex implementation and maintenance tasks on the LAN and WAN.
- Providing daily operational support and system administration for core network infrastructure.
- Configuring LAN, WAN, Wireless and edge security equipment.
- Supporting windows desktop technologies.
- Working on large scale, publicly facing websites.
- Monitoring network performance.
- Configuring Cisco Routers, Switches, and Firewalls. .
- Participating in 24×7 on-call rotations.
- Managing network infrastructure.
- Working closely with Telecommunications carriers to resolve network issues.
- Helping (HR) department in managing employee accounts and working on them through a system ERP(Odoo)

❖ IT support (Services desk):

Sudani Telecom Company -- (Khartoum, Sudan) -- January 2017 – Des 2018

Duties: -

- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Diagnosis of desktop, application, networking and infrastructure issues.
- Solving Problems of Computers Received From Staff.
- Processing Network Cables & Connects Network Components.
- Printer Drivers Installed in The Network & Maintenance.
- Solving the Problems of Virus by Interacting with Them through Antivirus.
- Manage, Create User Domain & Giving Permissions.
- Network Equipment's Management.
- Maintenance of Computer, Collection of Computer Parts & the Installation of Operating Systems (Windows 7, 10, Windows Server 2012, 2016).

ACADEMIC QUALIFICATIONS

* Program type: **Bachelor degree. Honors**

* Program name: computer systems & networks.

* University: Sudan University of Science and Technology.

* Location: **Khartoum, Sudan- Dec 2016.**

IT Skills

- ❖ Installation, Configuration, Administration & Implementation of Cisco Routers and Switches.
- ❖ Good Knowledge of Routing Protocols (RIP, EIGRP, OSPF, BGP).
- ❖ Configuring VLANs, STP, VTP, Ether-Channels, Inter-Vlan routing on Switches.
- ❖ Gook Knowledge in VPN.
- ❖ Troubleshooting and Solving Networking Issues: TCP/IP, DNS, DHCP, Layer 2/3 Network Devices.
- ❖ Network & Computers Troubleshooting Technics.
- ❖ ERP System (ODOO functional System).
- ❖ Systems (Installation, Configuration & Upgrading
- ❖ Active Directory Administration.
- ❖ Installation, Configuration Administration of Windows Server /2012/2016.
- ❖ Good Knowledge in Microsoft Outlook.
- ❖ User Training/Support - Customer Service

PERSONAL Skills:

- ❖ Ability to prioritize and organize a heavy work load.

- ❖ Ability to work well under pressure, analytical & problem solving.
- ❖ Responsible, talent, Teamwork supervision, collaboration and ambition. Meet dates and objectives within budget.
- ❖ Willingness to work out of hours.
- ❖ Able to mentor junior personnel.

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COURSES:

- ✓ Course IN **Kaspersky security center 11** ONLINE February - 2021
- ✓ Course IN **Fort iGATE firewall** ONLINE January – 2021
- ✓ Course IN **ERP System (ODOO functional System).** from fire bits training center November - 2020
- ✓ Course IN **Electrical Safety** from Charisma Workforce Development. January- 2019
- ✓ Course IN **MCSA Windows Server 2016** from Sudatel Academy (Sudacad). March- 2018
- ✓ Course IN **telecommunication Technologies** from Sudatel Academy (Sudacad). December -2018
- ✓ Course IN **CCNA (200-125)** from Sudatel Academy (Sudacad). November- 2017
- ✓ Course IN **Optical Fiber Cabling** from Sudatel Academy (Sudacad). May- 2017
- ✓ Course IN **Networks Design & Administration** from Sudatel Academy (Sudacad). April- 2017

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