

Mohamed Suliman

IT Support Engineer

Dubai

alkahli.m.h.s.b@gmail.com

+971522183498

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own. Now looking to further an already successful career by working for a ambitious and expanding company

Willing to relocate: Anywhere

Work Experience

2nd line IT Support

National Information Center (NIC) - Khartoum, Sudan

December 2019 to Present

- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Maintain the companies network infrastructure.
- Networking and providing support for Windows, Macintosh and Linux issues. Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting. Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems.
- TCP/IP networking and hardware maintenance and repair.
- Training new employees. Assistance with training of staff and compiling procedural documentation. Assisting the network manager with support requests.
- Ensure computer hardware is safe & complies with health and safety legislation. Applying patches in accordance with company procedures.

IT Support Engineer

Tech Marshals Academy - Hyderabad, Telangana

July 2019 to November 2019

- Assist in the design and management of specific development networks
- Report on the monthly performance of the workshop and provide feedback to the Global Operations regional management teams
- Assist with process development and improvement to include technical documentation
- Server room management and the management of complex IT infrastructure and networks
- Assist computer hardware and accessories procurement for local users by working with HQ IT and the local office management

- Manage local suppliers in the provision of services for the SITA Field Operations center and report on services provided to management
- Produce weekly reports covering metrics and work performed

IT Support Engineer, Network and Desktop Support

Narish Technology - Hyderabad, Telangana

January 2019 to June 2019

- Utilized a CRM daily to track and work desktop support tickets such as hardware repairs, installing software, maintained user permissions, and answered users questions.
- Generated procedure guides for several tasks such as I.T. purchasing, user maintenance/access in Active Directory, IP phone configurations, and re-imaging laptops.
- Created and maintained the IT major incident and outage report.
- Responsible in preparing the audio / visual for all-hands and executive meetings.
- Assumed the role of a purchaser for IT and effectively saved the company money by locating a competitive vendor.
- Assigned, configured, and maintained the IP and conference phones.
- Responsible for the maintenance and repair of routers, switches, and backup systems integral to network functionality.

Support Assistant

VINAY techhouse - Hyderabad, Telangana

August 2018 to December 2018

- Completed password changes and supplied active directory support.
- Installed both computer hardware and software.
- Answered new hire questions regarding Microsoft Office.
- Trained staff on a new employee computer access protocol.
- Responded to inquiries in-person or via email, chat or telephone
- Relocated users to new workstations, including moving and connecting assigned equipment

Technical Support Engineer

Narish I Technologies - Hyderabad, Telangana

January 2018 to June 2018

- Research client's issues in a timely manner and follow up with the customer with recommendations and action plans.
- Participated in team meetings weekly, ask questions and provide input on case backlog, technical process, and new processes within the department.
- Mentored new engineers by answering technical questions, escalating cases, and teaching detailed process development.
- Provide root cause analysis for customer's storage appliance failure.
- Trained with senior system engineers to enhance my personal technical skills as a Technical Support Engineer and learned internal process for escalating cases and approving or denying handovers to specific verticals.
- Utilize previously acquired technical experience to become actively involved in day-to-day technology team to meet schedules and resolve problems.

Education

Master's degree in Computer science and engineering

Jawaher Nehru Technology University - Hyderabad, Telangana

October 2016 to December 2018

Bachelor's degree in Software engineering

Al-Mashreq University - Khartoum, Sudan

October 2011 to December 2015

Skills

- Soft skills for better collaboration
- Frequent testing and incremental releases
- Programming language skills: Javascript,Python,C++,bash,etc
- Cloud Adoption and Transformation
- Datastores: MySQL, PostgreSQL, MongoDB, ElasticSearch, Redis, Memcached.
- TDD, CI/CD
- CentOS / Ubuntu system administration and performance tuning.
- Tools: Packer, Vagrant, Ansible, Puppet, CloudFormation, Docker, Docker Compose, Kubernetes, Kops
- Ability to transform complex issues into digestible solutions
- AWS services administration
- ETL (Extract Transform Load)
- Deployment pipelines
- Microsoft Power BI / Tableau
- Machine Learning
- IT Support
- MicroStrategy
- Jenkins
- Git

Certifications and Licenses

The Online Marketing Fundamentals

July 2017 to Present

HR journalist

Present

CCNA

Present

MCSE

Present

CCNP

Present

Additional Information

Arabic: native

English: professional

Hindi: fluent

Visa status: visit

Birth: 12/12/1990

Marital Status: single