

salih mohammed salih mohammed

RAK- UAE, Alnakeel Street
Tel: +971503731293| Email: salihmhd131@gmail.com

SUMMARY

5 years' experience in IT help desk, providing technical support and ensuring the whole company runs smoothly, IT Support monitors and maintains the company computer systems, installs and configures hardware and software, and solves technical problems, network issues, handling escalated complaints and handling Technical issues.

ACADEMICS

- **B.Sc. Computer science** from college of bayan, Sudan - Completed Full credits in Computer science and related courses.
- **Master of information technology** from university of Nileen, Sudan - Completed Full credits in information technology and related courses.

CERTIFICATIONS & TRAININGS

- Oracle Certification from WiMAX Training Center - 2018
- Oracle pro Certification from WiMAX Training Center - 2016
- SAP ERP Certification from WiMAX Training Center - 2019
- Development of Academic Staff Professional competencies University of Gazira in collaboration with Bayan college of Science and Technology - 2017
- Self-Assessment, Quality Assurance and Accreditation for Higher Education Institution – Unit of development and total quality center.-2017

WORK EXPERIENCES

Bayan College – IT Support

January 2016–July 2020

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Testing new technology

Satvee for trading and distribution - Technical Support Engineer

January 2015–July 2016

- Install and configure computer applications.
- Monitor and maintain computer networks.
- Configure operating systems
- Resolve issues related to the network.
- Prioritize and manage the workflow.
- Diagnose, troubleshoot, and resolve issues by questioning customers about the issues they are facing in a detailed fashion so that they understand the nub of the problems.
- Work on changing and emerging technologies.

PERSONAL Information**

- Gender: Male
- Nationality: Sudan
- Marital Status: single
- Location: RAK
- Languages: Arabic (Native language), Fluent English

PERSONAL skills

- Problem-solving
- Active listening
- Leadership
- Management skills
- Customer service
- Time management