



# Gasim Margi

## Professional Title

Customer service focused Technical Support Specialist in help desk environment and Software Engineer Specialist in Software Development Life Cycle **SDLC** and diverse facets of .NET development, Web and Mobile applications encompassing analysis, design, development, and execution of business applications. Also developing databases, writing and testing codes, troubleshooting simple/complex issues, and implementing new features based on user feedback

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📍 Dubai, UAE

## WORK EXPERIENCE

### .NET Developer

#### Oasis Computer Systems

07/2016 - 12/2019

##### Achievements/Tasks

- Created prototype and production-level object-oriented applications throughout software development lifecycle, including design, modeling, coding, testing, and documentation like ERP, Insurance Management Systems and Health Information Systems
- Analyzed business, functional, and technical requirements to make sure project met expectations.
- Developed enhancements to enterprise financial planning Web-based .NET application for different clients
- Troubleshot and resolved bugs in .NET applications to ensure optimal development environment.

### IT System Engineer

#### University of Science & Technology

01/2014 - 06/2016

##### Achievements/Tasks

- Keep university staff informed of progress during issue lifecycle
- Assist team members and provide support and solutions to staff queries to meet university objectives.

### IT Support Technician

#### University of Science & Technology

01/2013 - 01/2014

##### Achievements/Tasks

- Set up computer hardware, software, systems, networks, printers, and scanners
- Provided network support and performed troubleshooting to resolve various WAN/ LAN connectivity issues.
- Managed call flow and responded to technical support needs of users.
- Managed users' expectations and experience to a high degree of users satisfaction.

## EDUCATION

### Master Degree in Computer Science

#### University of Khartoum

01/2014 - 01/2015

### Bachelor of Science in Math and Computer Science

#### University of Khartoum

10/2017 - 12/2012

## SKILLS

IT helpdesk

End User support

System Administration

Help desk Ticketing System

Infrastructure Support

Remote support tools

End-user training

Microsoft Office

Strong Knowledge in Windows, Linux & MAC OS

Networking protocols

Routing and Switching.

Hardware and software installation

Antivirus Management

TCP/IP troubleshooting

Programming Languages

## LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Native or Bilingual Proficiency