

**Bashir Abdalla Bashir Zomrawe**

**IT Technical Support**

**Dubai, UAE – Visit visa**

**bashirabdalla77@gmail.com Nationality: Sudanese, DOB: 1990, MS: Single**

***CARRER OBJECTIVE***



**Seeking an employment opportunity in field of Information Systems and Information Technology, to gain valuable experience and develop skills in this field. Applying the academic knowledge and capabilities that I have learnt to contribute the company’s business growth and assist in achieving the overall main goals.**

***CARRER SUMMARY***

Highly Successfully in **Technical support engineer** with over **4 years,** and **Software Developer** with nearest **1 year** of experiences, Help users of the system to do their jobs will. Work with maintenance computer, printers and networks on a regular basis to ensure work good. Prepare daily, monthly and annual reports. Control systems and work to fix it on a daily basis. Network monitoring to make sure efficiency. Most of the work on the development of systems to achieve the goals of the organization. Programming the new regulations. Strong skills in assessing organizational challenge and creating solutions. Committed to quality performance with an ability to learn new procedures quickly. Possess excellent communication skills and understanding of a modern business environment. Capable of working under tremendous pressure and can meet deadlines with efficiency.

***EMPLYMENT EXPRIENCES***

**1. Telemedia Company .Ltd:**

**Information Technology Department – Systems Developer (Dec 2015 to Mar 2016):**

* + **Duties:**
		- Developing call center systems from scratch.
		- Developing PBX from scratch.
		- Reviewing current systems.
		- Presenting ideas for system improvements, including cost proposals.
		- Working closely with analysts, designers and staff.
		- Producing detailed specifications and writing the programmer codes.
		- Testing the product in controlled, real situations before going live.
		- Preparation of training manuals for users.
		- Maintaining the systems once they are up and running.
		- Fix bugs call center systems.
		- Prepare daily, monthly and annual technical reports.
1. **Sudanese for Electricity Distribution Co .Ltd:**

**Department of Information Technology and Communication – Section of Technical Support (Dec 2014 to Nov 2015):**

* **Duties:**
	+ Helping call center agents for daily work.
	+ Controls call center system and fix bugs daily.
	+ Assist in troubleshooting software application issues.

Troubleshoot technical issues and identify modifications needed in existing applications to meet changing user requirements.

* + Provides assistance and advice to business users in the effective use of applications and information technology.
	+ Provide minor programming for some in-house IT projects.
	+ Provide SQL administration in live and test environments.
	+ Write technical procedures and documentation for the applications including operations, user guide, etc.
	+ Produce technical documentation for new and existing applications.
	+ Verify database and data integrity.
	+ Prepare daily, monthly and annual technical reports.
1. **Sudanese for Electricity Distribution Co .Ltd:**



**Department of Customer Services – Technical Support Office (Oct 2012 – Sep 2014):**

* + **Duties:**
		- Helping call center agents for daily work.
		- Provides support for all Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy. Additionally, it may involve troubleshooting printer issues and resolving difficulties with Smart Classroom Technology.
		- Determines the most effective manner to resolve customer's technical issue. Engages in research and in-depth troubleshooting to resolve technical issues. Consults with full-time staff when necessary.
		- Works on Helpdesk related projects as assigned by supervisor.
		- Controls networks and system for maintain them immediately.
		- Maintain PCs and printers (just software).
		- Prepare daily, monthly and annual technical reports.
1. **Sudanese for Electricity Distribution Co .Ltd:**

**Department of Information Technology and Communication – Section of Development and Secure Software (Sep 2011 to Sep 2012):**

* **Duties:**
	+ Helping end users for daily works.
	+ Maintain all devices include (computer, printing and network) just for their software.
	+ Prepare daily, monthly and annual technical reports.
	+ Troubleshoot and debug issues that arise
	+ Consult team members on secure coding practices
	+ Implement, test and operate advanced software security techniques in compliance with technical reference architecture.

***EDUCATION and QUALIFICATION***

 **Bachelors of Information Systems** from Omdurman Islamic University June **2011**.

***IT CERTIFICATES***

* **Oracle Database Application Development** from Kiwi Training Center (27 Dec 2014–9 Feb 2015).
* **ITIL® 2011 Foundation** from Brilliant Professional Training Center (16 Nov 2014–22 Nov 2014).
* **Red Hat Certified Engineer** from Makeen Training Center (11 May 2014–19 June 2014).
* **Customer Relationship Management** from HP LIFE e-Learning (22 Mar 2014).
* **Asterisk Advance Training** from DVCOM Technology (Dubai, UAE) (27 Apr 2013–2 May 2013).
* **Asterisk Advance Training** from DVCOM Technology (Dubai, UAE) (06 Dec 2015–10 Dec 2015).

**HTML Fundamentals course** from SOLOLEARN online courses (Issued 04 Mar 2016) (Certificate #1014 662664).

* **JavaScript Basics course** from SOLOLEARN online courses (Issued 04 Mar 2016) (Certificate #1024 662664).
* **PHP Tutorial course** from SOLOLEARN online courses (Issued 04 Mar 2016) (Certificate #1059 662664).
* **SQL Fundamentals course** from SOLOLEARN online courses (Issued 06 Mar 2016) (Certificate #1060 662664).

***TRAINING***

* **Department of Information Technology** –Section of Networks and Maintenance (Real State Commercial Bank) (25July 2010 – 26 August 2010).
* **Booking and Ticketing Sales** –Section of Ticketing (Sadig Travel & Tourism Agency) (4 July 2010–4 October 2010).

***SKILLS and ABILITIES***

* The ability to analyze and design systems.
* The ability to maintenance PC (Software).
* Basic knowledge of Bash scripting language under Linux (**CentOS**).
* Strong ability to troubleshoot an issue and resolve it in a timely manner.
* Ability to work under pressure in the extreme grades.
* Knowledge about Web base Systems (**PHP & MySQL** **–** **JavaScript** **–** **HTML** **–** **CSS**).
* Basic knowledge about (word press).
* System Administrator under Linux (**CentOS**).
* Basic knowledge about **Bootstraps**.
* Basic knowledge about **HTML5**.

***PERSONAL SKILLS***

* Good team player.
* Motivator with integrity and proactive.
* Ability to apply academic knowledge to real life situations.
* Thinking of alternative and creative solutions to solve problems.
* Motivates and enjoys working with the team.
* Performs well under pressure.

***LANGUAGE***

|  |  |
| --- | --- |
|  Arabic | Fluent (Mather Tongue). |
|  English | Fluent (Read, Write, Conversation). |
|  |  |
|  |  |
|  |  |
|  |  |
| ***REFERANCE*** |  |  |

 Available upon request.



**3 |** P a g e

