**CV**

**Eldaw**

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| **Personal Details** **Date of Birth :** 15 Dec 1989**Nationality :** Sudanese**Gender :** Male**Religion :**  Muslim**Writing & Speaking :** Arabic(Native language) and English  |  |

**Objective**

 To be part of a growth oriented IT team in a reputed organization, which provides me ample opportunities that helps to convert all my knowledge and potential into outstanding productive work.

I am an enthusiastic, hands-on IT professional with more than 3 years’ experience in support (2nd and 3rd line). I have a proven track record of managing and maintaining desktops and Laptops in LAN/WAN network infrastructures,

I enjoy closely following the latest changes in technology and apply this to my duties wherever relevant.

 During more than 3 years of experience in Information Technology field, always I would like to get

More and more in my lovely career Field. Therefore, I aim to:

- Work at a professional organization.

- Apply standards.

- Upgrade myself time to another.

**Profile**

* Fairly organized and dedicated with a positive attitude.
* Ability to work under deadline schedules without compromising quality.
* Communication and Interpersonal skill.
* Friendly, patient and capable to easily get along with people.
* Excellent Follow-up skill & Negotiation Skills.
* Quick to learn and apply new work procedures.

**Technical** **Skills:**

* Clients O/S- Windows 10/8/7/Vista/XP/98.
* Avaya Telephone System.
* Avaya IP Office ContactStore .
* Double-Take Console (System).
* Etisalat EIM's Delegated Administrator (Domain console).
* Printers and faxes troubleshooting.
* Kyocera Printers Setting & Confirmations.
* Sever O/S- Windows Sever 2003, Windows Server 2008.
* MS-OFFICE applications 2003/2007/2010/2013.
* Knowledge of Internet and Email operations.
* Computer Languages- C, C++, JAVA, HTML, Pascal and VB6.
* Microcontroller Assembly Language (8051).
* ESET, Kaspersky and other Antivirus Software
* ZagTrader System (Specialized Trading)
* X-Tream Abu Dhabi System (Trading System)
* X-Tream Dubai System (Trading System)
* Network cabling and Termination (patching, trucking...etc.)

**Education:**

* **2007 – 2012 Kassala University - Sudan**
Degree: BSc Hons Computer Science & Information Technology **3.39:4.00** Attained.
* **2004 – 2007 Setit Secondary School for Boys - Sudan.**
Degree 75.7%

**Employment History:**

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| **World Financial Services LLC – UAE**  | **Dubai**  |
| *IT Support Assistant Manager IT* | Jan 2014 - Present |

* Managed user’s accounts in Active Directory.
* Managed user’s accounts in Fingerprint Machine and Attendance Software.
* Managed and Administered Windows XP, Windows 7 and Windows 8 workstations and laptops.
* Managed user’s accounts on webhosting domain.
* Managed user’s accounts in Telephone Recording System.
* Performed as a IT Support
* Delivered and installed the hardware and software according to the requirements
* Provided the overall troubleshooting on both hardware and networking issues
* Prepared weekly reports on personal achievements and goals
* Provided both remote desktop and telephonic supports
* Participation in providing training to customers as required
* Outlook Configuration and Troubleshooting
* Printer configuration and troubleshooting.
* Helped migrate services from Windows Server 2003 to Windows Server 2008 R2.
* Shared knowledge with new recruits.

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| **Information Technology Group – UAE**  | – Abu Dhabi |
| *IT Support – Computer Technician* | Feb 2013 – Jan 2014 |

* Primary duties included installing and configuring Windows Servers.
* Implementation of ESET Antivirus.
* Utilised problem solving and troubleshooting abilities to resolve any major issues.
* Maintaining a wide range of computer hardware and software applications.
* In-depth knowledge of Microsoft Windows client operating systems, XP, Vista, 7, 8 And 2008, and all Microsoft office products.
* Using remote access software for IT support.
* Setting & Troubleshooting a Sharing Devices (Printers, Copy machines, Faxes... etc.).
* Wi-Fi Routers and access Points Setup &Troubleshooting.

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| **Ministry of Physical Planning & Public Utilities – Lands Department**  | * **Kassala State –Sudan**
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| *IT Support – Technician Support* | Mar 2012 – May 2012 |

* Responsible for diagnosing & resolving hardware, software & end users problems.
* Working within a TCP/IP network environment, including DHCP, DNS and Ethernet
* Troubleshooting PC’s and laptops devices.

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| **Faculty of Computer Science & Information Technology**  | * **kassala University –Sudan**
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| *Assistant Teacher of Computer Labs*  | Sep 2012 – Jan 2013 |

* Perform several duties as instructed by the computer teachers and assisted them in performing their work efficiently
* Responsible to maintain the computer lab and its equipment’s efficiently
* Check the work efficiency of the computer hardware components like disk drives, monitors, keyboards, CPU etc.
* Teaching programming languages JAVA, C++, PASSCAL AND VB6.

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