Alaedin Ibra

him Mohamed Ali

**Date of Birth :** 1st January 1982

**Country of Birth :** Spain

**Marital Status :** Married

**Objectives** To develop my career, enhance my leadership skills, and to possess a leading role in a company by managing effectively the level of IT service to enable the Company to meet its current goals and providing an opportunity to improve the Company’s systems and operations.

**Summary -** 10 years of enterprise level experience. Have worked with RTA (UAE), Zayed University (UAE), MTN Telecom Group (Sudan) and the Ministry of Foreign Affairs (Sudan).

- Skilled in Information Systems Management, Analysis, Troubleshooting, Testing, Documentation, Internal Control Procedures, System and Program Security, Systems Analysis, Hardware and Software installation, Applications and Program Management, Technical Support, and Network Administration.

* Experienced in fostering and developing client relations, providing end user training and innovative technical solutions, conducting equipment demonstrations, and increasing efficiency to enhance profitability.
* I am a B.Sc. holder in Computer Science. ITIL® V3 Certified in Service Management. MOS Certified, A+, Linux and Time & Stress Management training.

# Employment

**Record Date :** 1 . 6 . 2012 – Present

**Company :** Roads & Transport Authority via Wipro **Role :** Onsite IT Engineer \ IT Managed Services **Location :** United Arab Emirates - Dubai

# Work Description:

* L1 and L2 End User Desktop support.
* Analyzing and solving technical issue within RTA premises.
* Meeting customers SLA and ensuring the quality for service delivery.
* Handling IT related issues with customer and third party vendors.
* Troubleshooting network and RTA application issues.
* Providing Service Improvement Plans for customer to enhance service delivery.
* Ensuring ITIL standards and IT processes are delivered within the time frame.
* Performing monthly, quarterly and annual tasks to enhance IT functionality.
* Providing technical support to RTA branches and customer service centers in Dubai.
* Handling the RTA IT tool and updating IT tickets and proper closure within SLA.
* Providing technical support for all RTA Agencies (Rail, PTA, Customer Care, Traffic and Roads, Strategy, Admin, HR, Finance, Marine, Marketing, and SALIK)
* Deployment of new services and IT equipment for customer.
* Handling all types of OS and platforms (Windows XP, Windows 7, MacOS, iPhones, iPads and Samsung devices)
* Providing services for all IT peripherals (Scanners, Printers, Photocopiers, Plotters)
* Supporting VIP events internally or external.

**Date :** 28 . 2 . 2011 – 30 . 5. 2012

**Company :** Zayed University via Gulf Computers **Role :** AV Technician \ IT Support Technician **Location :** United Arab Emirates – Abu Dhabi **Work Description:**

* Install, support and maintain IBM compatible and Apple Macintosh desktops, laptops, computer peripherals
* Providing front desk support, L1, and L2 support and Media Services Support.
* Provides laptop support services to students and faculty at the HelpDesk premises.
* Track and manage the progress of customer support issues from initial capture to resolution using the Service Desk software.
* Install, support and maintain all software applications
* Supporting IT and A/V equipments in classes for lectures and meetings.
* Build Windows XP images for desktop and laptop computers using Microsoft and Symantec ghost software
* Supporting Projectors, Mixers, Intercom systems and Video conferencing technologies.
* Supporting Teleprompters, Digital lighting and Switching systems.
* Analyzing system problems for future preventions.
* Attending training required for New Campus IT equipment in Abu Dhabi. (Digital Signage, Distance Learning technology, Lecture capture, structured cabling, Video Conferencing).
* Attend, as needed, to faculty, staff and VIP offices and workstations on campus to provide technical support
* Working overtime and supporting major events in the presence of high profiles such as Ministers and Rulers.

**Date :** 1 . 4 . 2008 – 22 . 10 . 2009

**Company :** MTN Group, Sudan (www.mtn.sd)

**Role : IT Infrastructure Engineer** / Infrastructure Department

**Location :** Manshia Complex, Khartoum, Sudan

# Work Description:

* Maintain a high degree of customer service for all support queries and adhere to all service management principles.
* Troubleshooting computer operating systems, hardware and end-user applications.
* Administering computer hardware, Data Recovery, UPS batteries, and network devices.
* Analyzing system problems for future preventions.
* As a member of the IT team, implementing policies, troubleshooting problems and maintaining accurate documentation at multiple office locations.
* Managing network computer names and IP Addresses.
* Installation and configuration of broadband hardware and software.
* Troubleshooting Wired (switches) and wireless networking hardware (WAP).
* Installing and troubleshooting WAN equipment and gateways.
* Connecting CISCO switches to ISP routers and gateways.
* Insuring the stability of the internet.
* Installing broadband modems and routers (including wireless devices).
* Administrating PC desktop client anti-virus and client firewall software.
* Troubleshooting Microsoft Office Suite 2000/2003/2007.
* Installation of company ERP systems: MAEVA, TABS, CRM, JAVA, Oracle 9i & 10g, IFS, Intelligent Network systems, (Stock application, Procurement systems, Accounting Systems, Human Resources Applications and ID Card application for Access Controlled doors. Also installing LIVE portal revenue reports for Marketing, Sales, and Board Members.
* Insuring the stability of the intranet.
* Dealing with sub-contractors and suppliers.
  + Managing stock equipment and spare parts related to computer systems\printers\scanners\faxes\photocopiers and network devices.
  + Administration of E-mail client software (Outlook and Outlook Web Mail using any web browser)
  + A team leader\trainer and coordinator for two IT support technicians.
  + Also required to:
    - Coaching and Development. - Client Consultant and Problem Solving.
    - Customer Focus. - Performance of Excellence and Leadership.
    - Managing Accountability. - Teamwork and Cooperation.
    - Documentation Development. - Managing projects.

**Date :** 1 . 12 . 2005 – 31 . 3 . 2008

**Company :** MTN Group, Sudan (www.mtn.sd)

**Role : IT Systems Technician** / Infrastructure Department

**Location :** Baraka Tower, Khartoum, Sudan

# Work Description:

* Installation, managing, administrating, and troubleshooting of company systems & applications. Connecting computer systems to both intranet and internet and protection from viruses and intruders, plus troubleshooting all Customer Care POS in different cities.
* Managing a multi-storey building holding more than 200 PCs and laptops with their peripherals and network management.
* Troubleshooting wireless and cable network connections, Switches, and DSL linkage.
* Setting up projectors and conference equipment in various divisions.
* Troubleshooting Windows XP\Vista\Mac OS and MS Office Suite.
* Troubleshooting WAN (TRANGO and YDI) that was connected from Baraka Tower to Garden City MTN complex.
* Responsible of all network issues and cabling.
* Responsible of networked Access Control Doors.
* Dealing with Suppliers and consultants for implementing network issues and computer systems.
* On-Call troubleshooting for CEO and board members of MTN.
* Responsible for Applications server providing programs and software for the end-user.

**Date :** 22 . 7 . 2004 – 26 . 8 . 2005

**Company :** Ministry of Foreign Affairs, Sudan (www.mfa.gov.sd)

**Role : Help Desk Technician** / IT Department

**Location :** Khartoum, Sudan

# Work Description:

* Identification and resolution of hardware and software faults on PCs and peripherals.
* Connecting computers to both the local network and the Internet.
* Applications Support. Trouble-shooting Windows and MS Office suite.
* Installing, configuring and troubleshooting wired/wireless networks including switches, wireless access points, modems.
* Installed networking cables and network switches in a multi-storey building. Also configured DHCP with IP address range in a Windows Server 2003 environment.
* The installation and configuration of financial systems in the Accounting and Finance Department.
* Installing Fiber Optic Cables and Modules for new building expansion.
* Managing and interfacing with all technical issues and providing support to VIP end-users.
* Provide telephone, face-to-face and online support to customers and download and install appropriate software.
* Providing necessary training and advice for users in the use of Computer equipment.
* Implementation and improvement of security, recovery systems and general IT operations.
* Supporting multiple sites on campus and provide comprehensive support, training, system maintenance, inventory control and analysis of existing and future technology needs.

# Education

* March 2004, B.Sc in Computer Science, Bayan University for Science & Technology, Khartoum.
* August 2008, A+ Core Hardware & OS Technologies, NIIT, Khartoum.
* November 2008, Linux RH Power User & Administration, MAZARI Institute, Khartoum.
* August 2009, Time & Stress Management, ICQ Training Center, Khartoum.
* June 2015, ITIL® V3 Foundation certification, Prometric, Dubai, UAE.
* July 2015, MCP, MOS Certified, ITI, Dubai, UAE.

# Professional Skills And Experience

* + The ability to demonstrate professionalism in all aspects of IT Support and Customer-service skills.
  + Excellent analytical and troubleshooting skills for problem resolution.
  + Good literacy and report writing skills and be able to provide examples from previous IT projects
  + Excellent interpersonal and verbal communication skills and the ability to generate strong and lasting relationships with our customers.
  + Good decision making based upon a mixture of analysis, wisdom, experience, and judgment.
  + Leadership skills include ability to lead and motivate co-workers from all backgrounds, creative problem-solving and solution-oriented work style, and in-depth proficiency with new technology trends.
  + Excellent understanding of Networks, Protocols, Internet technologies, Change Management and ITSM / ITIL standards.
  + Experience in operating Windows platform environments.
  + Advanced knowledge of Microsoft Core components (DNS, DHCP, WINS, TCP/IPv4)
  + Have the knowledge of:
    - Website Designing and Content Management. – HTML/JAVA/CSS programming.
    - Microsoft Windows Server 2003/2008. - Exchange Server 2007.
    - Firewalls and Security Solutions. - Active Directory.
    - GSM, EDGE, UMTS, HSDPA, VOIP. - CISCO routers\switches + IOS commands.
    - Network designing using Cisco Packet Tracer 5.3
    - Mac OS and Linux (Fedora Core, Red Hat Enterprise and Ubuntu).
    - iPhone, iPad and Mac Apps

# Other Information

* + Fluent in Arabic and English, spoken and written.
  + Will travel as and required by Company.
  + Strong ability to work on multiple projects.
  + Strong ability to work in team.
  + Demonstrated ability to work on tight schedule and under pressure.
  + Will attend training as and required by management.
  + I have developed self-learning for MCTS, MCITP and CCNA.
  + I have interacted with diverse nationalities.
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