**CURRICULUM VITAE**

**Ibrahim**

****

**Gender** : Male **Date of Birth** : May 21,1986

**Marital Status** : Single **Nationality**: Sudanese **Place of Birth** : Sudan

**Mobile** : C/o 0502360357 **Address** : UAE, Dubai

**Email :** ibrahim.293467@2freemail.com

**Education**

**Bsc.(Honours)** in **Computer Engineering** from **University of Gezira**

 **From :** Dec 12,2003 **to:** Mar 15 , 2009 **GPA** : 3.42 of 4

**ITIL 2011 Foundation Certified.**

**Training Courses**

* CCNA at APTECH. Mar 2009 - May 2009



* RedHat LINUX Advanced Administrating (**Malaysia**)



* MySQL Advanced Administrating (**Sudan**)



* NetAPP Storage Advanced Administrating (**Ethiopia**)



* Asterisks Advanced VOIP Communication (**UAE**)



* Certified Ethical Hacker v7 (**UAE**)
* VMware vSphere: Install, Configure, Manage [V5.5] (**India**)



* OptiX SDH Network Designing , Configuring and Optimization (**China**)

**CARRER** (Current)



**Director of Technical Support**

 **At:** Sudanese Electricity Distribution Company

 **IT Management**

 **May 2015 – Now**

**Duties:**

* Developing and achieving Technical Support objectives and goals to support the organizational vision.
* Managing and directing a team of Technical Support and Technical Processing Leaders while leading the development of the vision and strategy of the Company.
* Insuring the integrity and operations of the IT systems, i.e. Communications, Networks and Applications.
* Preparing technical reports about all systems.

**CARRER** (History)



**Head of Network and Information Security**

 **At:** Sudanese Electricity Distribution Company

 **IT Management**

 **Feb 2014 – April 2015**

**Duties:**

* Accomplishes system security human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
* Achieves system security operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.
* Meets system security financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Protects computer assets by developing security strategies; directing system control development and access management, monitoring, control, and evaluation.
* Establishes system safeguards by directing disaster preparedness development; conducting preparedness tests.
* Develops security awareness by directing development of orientation and training programs; counseling clients.
* Advises senior management by identifying critical security issues; recommending risk-reduction solutions.
* Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations; coordinating hardware and software evaluations with vendors.
* Accomplishes system security and organization mission by completing related results as needed.

**CARRER** (History)

**IT and Network Engineer**

 At: Sudanese Electricity Distribution Company

 **Network & Communication Department**

 **Feb 2013 – Jan 2014**



**Duties:**

* Configure , Install ,administrate and troubleshoot all network devices

 in **200+** sites in different locations. **i.e.** Routers , Switches , Access Points

,Modems, Firewalls and microwave , from different vendors including

 Huawei, CISCO, NetGear , Cyberoam,InfiNet and redline.

* Configure , Install ,administrate and troubleshoot Fiber optic data transmission

Network Devices In **60+** sites covering **6000+ KM**.i.e. Huawei Optix OSN SDH

Stations (OSN 1500,OSN 1500B,OSN 2500,OSN 3500).



* Servers Administrating with different operating systems and different services

i.e. Windows Server 2003-2008,Linux Redhat 5, Linux Redhat 6,CentOS 5,CentOS 6

and **SQL Server ,Squid Proxy , Radius ,SendMail ,DNS and Apache**.





* Administrating Virtual Servers including VMware vSphere and Proxmox.

**Quality and Technical Support Manager**

 At: Sudanese Electricity Distribution Company

 **Call Center**

 **May 2012 – Jan 2013**

Duties:

* Prepare and maintain plan for quality and technical support.
* Supervise the execution of the different plans and daily tasks.
* Prepare reports to the top management.
* Prepare development and training plans.
* Evaluate the Quality and Technical Support process.

** System Administrator**

 At: Sudanese Electricity Distribution Company

 **Call Center**

 **Jul 2010 - Apr 2012**

Duties:



* Asterisk IP-PBX Configuration , Administrating and Troubleshooting

Including configuration of dialplan ,IVR Menues , AstDB ,Trunking, SIP

And IP phones.

* ALCATEL PBX Configuration , Administrating and Troubleshooting.



* MySQL database Administration.
* Apache Server Administration.



* PHP Programming of different systems.
* PC Maintenance and Help Desk.

 **Technical Support Engineer**

 At: National Electricity Corporation

 **Computer Department**

 **May 2010 - Jun 2010**

Duties:

* Computer hardware and software maintenance.
* Operating System troubleshooting.(Windows XP,Windows 7)



* Help desk and end users support for Oracle web client.
* Printers troubleshooting.

**System Programmer**

 At: IBN SINA Specialized Hospital

 **May 2009 – Mar 2010**

**Duties:**

* Designing ,Programming, and Implementing of a complete medical

store Database System.

* Designing ,Programming, and Implementing of a complete

laboratory-results Database program ( Integrated with laboratory

equipments like SelectraE , Sysmex) .

* Staff Training on Information Systems.

**System Programmer**

 At: Ministry Of Defense

  **National Service Department**

 **May 2009 – Mar 2010**

**Duties:**



* Designing ,Programming, and Implementing of a complete

HR (Human Resources) System.

* Designing ,Programming, and Implementing of a complete

Car Payments System.

* Designing , Implementing and Maintaining of a Local Area Network.

**Network Administrator**

 At: Ministry Of Defense

  **IT – Department**

 **Jan 2009 - Feb 2009**

**Duties:**

* Designing , Building And Constructing Computer Networks.
* Administrating Computer and Communications Networks.

**System Programmer**

 At: SHAINKO Medical Supplies Company

 **Jan 2006 - Nov 2009**

**Duites:**

 Designing and Programming of a Complete Company Software

 Including :

* **Inventory System.**
* **Agents and Clients Following System.**
* ** Accounting System.**
* **Purchases System.**
* ** Staff Training on the Systems.**
* **Continues Updates to the System.**

**Projects**

* **Establishing Network and Information security unit for SEDC.**
* **Working as a team leader in the fiber optic network project for installing**

**And configuring communication equipment in over 60+ sites.**

* **Acting as the technical engineer in the committee for the foundation of**

**SEDC call center.**

* **Designing Of Computer Security System Using Smart-Card to authenticate and protect the computer Log-in process and the hole computer operation process.**

**Other Skills**

HTML , CSS , VB.NET , C++ , Assembly

Microsoft Word , Photoshop , Adobe After Effects , Adobe Premier

**Languages**

**Arabic :** Mother Language , **Typing Speed** : Above Medium

**English: Fluent ,** Typing speed: **Fast**