** Omer**

**Omer.333607@2freemail.com**

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| **PERSONAL INFORMATION:** |

Date of Birth 3th of December, 1985

Religion : Muslim.

Nationality: Sudanese.

Marital Status: single.

Visa status: Visit visa until (13.2.2017)

* Languages:
1. Arabic (Mother Tongue)
2. English (Competent).

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| **TECHNICAL SKILLS** |

# **Career Objective**

To be part of a dynamic organization, that provides a high quality of work life through challenging opportunities, meaningful career growth and professional development.

**Profile:**

2 years hands on experience on, Installation, Troubleshooting and Support of Key IT Network components and environment, strong hands on technical knowledge with CCNA and ITIL processes.

* Thorough understanding and experience of TCP/IP based networks
* Very well acquainted with various networking tools
* Communication and team building skills with ability to work independently or in a team
* Excellent technical and supervisory skills involving Installation, maintenance and troubleshooting
* Excellent in drafting Troubleshooting and day to day procedures
* Good knowledge ITIL processes (incident, Problem, Service asset and configuration management Process)
* Sound understand Ticketing system
* Installation, Configuration & Troubleshooting of Microsoft Outlook.
* Installation & Configuration of main task in Active directory (Set New User, Reset Password)
* Sound understanding of Protocols like DHCP, DNS etc.
* Mange enginge servise desk plus(tiket system)

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| **Professional Certifications** |

* Information Technology infrastructure Library Foundation Certified: **ITIL** Foundation.

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| **WORKING EXPERIENCE**  |
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**Company name: links**

**Position name:** call center (quility check)

**Duration**:6 month

**Duties and responspality**:

Sovle a problem of customer on the phone and call to customer to check the all the information.

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 **Company name: ALGIL ALGADID tech**

**Position name:** IT Servies desk

**Duration**: Jan 2015 to Aug 2016

**Duties and responspality**:

* Installing and configuring computer hardware operating system and application,
* Talking staff or client through a series of action either face to face, over the telephone or remotely to help set up systems or resolve issues.
* Setting up new users' accounts and dealing with password issues.
* Troubleshooting network connectivity and outlook issues.
* Using tikect system to orgnaize the work by create tikect

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| **Trainings:**  |

**CCNA** (Cisco Certified Network Associate)   |
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| **EDUCATION:**  |

**Bachelor of computer Honor Mar 2012 future University**  , Faculty of Information Technology.