OMER

**PERSONAL**

Name : Omer

Email : OMER.335319@2freemail.com

Nationality : British.

Date of Birth : 02/11/1978.

Place of Birth : Liverpool.

Gender : Male.

Religion : Islam.

Marital Status : Married.

**EDUCATION**

* BSc. Honor (Computer Science) - Computer Man College for Computer Studies, AUG 2001.
* MSc Holder (Computer Science & Information Technology) - from Gizeera University, JUN 2008.

**Training Details**

* Oracle Database 10g: Introduction to SQL, New Horizons, Egypt, Cairo, June 2006.
* Oracle Database10g: Administration Workshop1, New Horizons, Egypt, Cairo July - August 2006.
* Oracle Database 10g: Administrator Certified Associate, Egypt, September 5, 2006.
* Oracle Database 10g: Administration Workshop2, New Horizons, Egypt, Cairo, February 2007.
* Oracle Database 10g Administrator Certified Professional, Egypt, March 8 2007.
* Linux Red Hat Essentials, Information Systems & Services (IS&S), Egypt, January 6 - 20, 2007.
* Linux Red Hat Administration, at Information Systems & Services ( IS&S), Egypt, January 29- February 24, 2007.
* MCSE on Windows Server 2003, Next Academy, Egypt, Cairo, September – October 2008.
* ITIL Foundation Pending.
* Accounting for non accountants pending.

**ACADEMIC EXPERIENCE**

* Inventory Control System as semi graduation project in BSc for Exxon Mobil.
* Integrated Information System as graduation project for Ministry of Animal Resources Sudan.

**OPERATING SYSTEMS and Servers**

* MS DOS.
* Windows 9X, Windows ME, Windows XP (Home Edition, Professional), Windows Server 2003, Windows Vista, Windows 7, windows 8, windows server 2008, and windows Server 2012.
* Linux Red Hat 9, Linux UBUNTU 8.
* Active Directory,
* Document Backup.
* MS WSUS.
* MS ISA 2004 & 2006 SP3.
* DNS & DHCP Servers.

**DATABASE ENVIRONMENT**

* Oracle Database10g.
* Microsoft SQL server 2014.
* Paradox 7.

**LANGUAGES**

* Mother tongue Arabic.
* English.

**EMPLOYMENT**

* **Date:** DECEMBER 2014 – 30 September 2016
* **Company:** Alhamada Logistics International.

**Job Title:** IT Section Head.

**Location:** Sudan.

**Job Duties**

- Responsible for the full life cycle implementation of the new ERP system( Microsoft AX Dynamics 2012 includes GL, AP, AR, Fixes Assets, Bank Management, Supply chain, inventory control, & HR personal).

- Management of the MB STAR C3 system and EPC system for the Trucks diagnostics and maintenance.

- Management of implementing the new system for the transportation service, maintenance system linked with the AX 2012.

- Management of the tracking system for monitoring the trucks.

- Management of the CCTV security system.

- Management of the finger print attendance system.

- Putting the plan of the IT department, company IT policy, IT budget.

-Manage the IT department and its staff issues.

- supervising the introduction of new systems and able to think in a strategic manner on IT.

- Communicate regularly with executive management and all users of information services and systems.

- Develop standard operating procedures and best practices.

- Troubleshoot all technology issues.

- Monitor security of all technology.

-Supporting users using remote support software..

-Providing primary IT & Technical support (reactive and proactive) to the company and all branches of Alhamada Logistics

-Serve as the vendor liaison for all IT systems, Server, Cisco, HP, Network devices Products

-Implement IT systems and software if any department required within Alhmadah Logistics.

-Recommend or perform remedial actions to correct IT related problems.

-Replace defective or inadequate hardware and software packages in the network.

- Provide updates, status and completion information to GM, Sudan

-Attend to helpdesk calls from users, via e-mail/Call or in-person communication.

- Monitoring and administrating all servers and network equipments in head office.

-Train new staff on use of equipments and advise training program to existing staff if necessary and as identified.

-Serve as primary liaison with outside technology vendors, including Software vendor, phone vendor, and offsite website hosting vendor.

-Manage vendor relationships and service contracts. Recommends updates to service plans. (License and warranty updates) keep documentations

-Develop and maintain corporate IT policies regarding the execution and testing of information

-Take Daily/weekly/Monthly backup from all the users and store in secured storage location

-Recommend enhancements of current systems based on performance and staff needs.

-Assist in selection of and implementation of new corporate IT systems, software and hardware.

-Configure and administer ASA 5510 Router and firewall VPN device.

-Install, administer, and configure windows 2008 and 2012 DC and manage users and groups in all Sudan locations.

 -Setup of HP Server, RAID configuration.

-Configuring, managing, and administrating network storage devices (WD my cloud and WS cloud mirror).

-Monitoring all the network activities.

* **Date:** October 2009 – 30-NOV-2014.
* **Company:** Alhamada Logistics International.

**Job Title:** IT Administrator

**Location:** Sudan-Khartoum, Port Sudan.

**Job Duties**

-Providing primary IT & technical support (reactive and proactive) to the company and all branches of Alhamada Logistics

-Serve as the vendor liaison for all IT systems, Server, Cisco, HP, Network devices Products.

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all current IT systems

-Implement IT systems and software if any department required within Alhmadah Logistics.

-Recommend or perform remedial actions to correct IT related problems.

-Replace defective or inadequate hardware and software packages in the network.

- Provide updates, status and completion information to GM, Sudan

-Attend to helpdesk calls from users, via e-mail/Call or in-person communication.

- Monitoring and administrating all servers and network equipments in head office.

Configuring, managing, and administrating network storage devices (WD my cloud and WS cloud mirror).

-Train new staff on use of equipments and advise training program to existing staff if necessary and as identified.

-Serve as primary liaison with outside technology vendors, including Software vendor, phone vendor, and offsite website hosting vendor.

-Manage vendor relationships and service contracts. Recommends updates to service plans. (License and warranty updates) keep documentations

-Develop and maintain corporate IT policies regarding the execution and testing of information

-Take Daily/weekly/Monthly backup from all the users and store in secured storage location

-Recommend enhancements of current systems based on performance and staff needs.

-Assist in selection of and implementation of new corporate IT systems, software and hardware.

-Configure and administer ASA 5510 Router and firewall VPN device.

-Install, administer, and configure windows 2008 DC and manage users and groups in all Sudan locations.

 -Setup of HP Server, RAID configuration.

-Monitoring all the network activities.

* **Date:** January 2009 August 2009.
* **Company:** Confidential Company.

**Job Title:** Network Administrator .

**Location:** Ajman-UAE

**Job Duties:**

-Managed all IT related issues office.

-Designed and implemented data security system.

-Audited network, operating systems, user data & backups.

-Ensured update of software, application, Antivirus.

-Updated CEO with current IT, future requirements, and every IT related issues faced.

Configuring, managing, and administrating network storage devices (WD my cloud EX2).

-Maintained log of all IT problems faced and the solutions that I provided.

-Created and maintained user profiles and assign access on systems, databases, train users on new equipment & systems.

-Ensured information storage & retrieval, backups of all the documents and records at regular intervals.

-Designed and implemented new Hardware systems.

-Maintained HP Servers and all networks of the full company and confidential electronic data.

-Daily backup.

-Install Antivirus and updated.

 -Setup of HP Server, RAID configuration.

-Monitoring all the network activities.

* **Date:** January 2005 – January 2006.
* **Company:** Sudanese National Health Laboratory.

**Job Title:** Help Desk and Support.

**Location:** KRT – SUDAN

**Job Duties:**

- Monitoring all the network activities.

- Reviews and analyzes system specifications to determine whether all required elements have been included. Consults with clients to gather information about program needs, objectives, functions, features, and input and output requirements.

- Analyzes, defines, and documents requirements for data, hardware and operating system environment.

- Uses Software maintenance skills to overcome the different problems with software, and use the different hardware techniques for restoring systems from failure or crash to normal working state. Tests and debugs computer programs.

- Modify existing programs or components to conform to system changes or to make improvements in the existing program or computers.

-Troubleshoot all SW & HR problems.

-Involved in SW & HW evaluation for purchasing or upgrading.

-Involved in mentioning all the IT requirements for best performance and budget.

- Train the staff on the new software and hardware.

* **Date:** October 2001 – December 2004.

**Company:** Smart Touch Company.

**Job Title:** Software and Hardware Specialist.

**Location**: KRT – SUDAN

**Job Duties:**

- Reviews and analyzes system specifications to determine whether all required elements have been included. Consults with clients to gather information about program needs, objectives, functions, features, and input and output requirements.

- Analyzes, defines, and documents requirements for data, hardware and operating system environment.

- Uses Software maintenance skills to overcome the different problems with software, and use the different hardware techniques for restoring systems from failure or crash to normal working state. Tests and debugs computer programs.

- Modifies existing programs or components to conform to system changes or to make improvements in the existing program or computers.

* **Date:** May 1999 – Aug 1999.

**Company:** Interactive Computer System Company.

**Job Title:** Computer Technician (Trainee).

**Location**: KRT – SUDAN

**Job Duties:**

- Assembling the appropriate computer components according to the customer desire, requirements, and budget.

- Installing Windows (3.11, 95, and 98) and all the plug and play devices those attached to the computer.

- Installing network adapter and configure the fax modem for the internet dial-up connection.

- Installing computer SWs (MS Office, NDD, Netscape, and …etc) and all HWs drivers (Sound Cards, AVG Card, Fax Modems, and Printers).

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