**MAHIR**

**United Arab Emirates**

**Email:** **mahir.353386@2freemail.com**



Works well independently, or in a group setting providing all facets of computer help desk support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing customer and end-user help desk support. Easily identifies and resolves technical issues and concerns. Excellent communication and presentation capabilities.

**EMPLOYMENT**



* **Desk Service Officer**

***National bank of Sudan-Audi bank***

*March 2014 to Aug 2016*

* Managing IT helpdesk and providing 1st line support to company Users, Receiving user calls.
* Manage and control computers and user accounts of Active Directory system.
* Provide initial assessment of urgency and business impact on all support calls.
* Handling workload of day to day IT calls e.g. hardware issues, outlook issues, windows issues new laptop installation and transferring data, Printer issue and data center operation and maintenance services.
* Update system as soon as new version of OS and application software comes out.
* Implement the policies for the use of the computer system and network
* Setup security policies for users. Morning checks of systems/software.
* Performing backups of data.
* Applying operating system updates, and configuration changes.
* Installing and configuring new hardware, software.
* Responsibility for documenting the configuration of the system.
* Manage user accounts, permissions, Outlook-email Account and Settings and Backup mails, Anti-virus.
* Vendor Coordination - as per instruction from IT Manager
* Network and Wireless Network Support.
* ******Monitor daily backups and action as per requirements.
* **Operations Assistant**

**International Organization for Migration (IOM)**

 *Nov 2013 up Dec 2013*

* Assisting in the scheduling and coordination of transportation, with due consideration for the completion of required pre-departure activities.
* Coordination with offices responsible for transit, reception and post-arrival assistance.
* Timely preparation and distribution of passenger documents and tickets.
* Coordination of pre-embarkation, transit, escort, and baggage assistance.
* Assisting camp operations in the daily management of the camps.
* Preparation, tracking and submission of statistics for migrants.
* Timely departure notification to appropriate internal and external partners/units.
* Preparation, tracking and submission of statistics for migrants.
* ****Data Verification Clerk**

**International Organization for Migration (IOM)**

*March 2013 to Dec 2013*

* Provide training and ensure the successful completion from staff directly involved with data entry to ensure the quality of data entered to IOM database system.
* Implement the IOM control modalities to ensure the proper completion of Data Entry staff duties.
* In close coordination with the IT assistants, advise on the proper functioning of IOM IT equipment for data entry, to secure the smooth operation of IOM Data Processing Centers.
* Provide updates to the IOM database systems and support the Information Database Officer on data processing and cross-checking procedures once data entry has been completed.
* Support in validation, coding, data entry of data.

**Educational**

|  |  |  |  |
| --- | --- | --- | --- |
| **Period** | **Major** | **Name of the Institution** | **Location** |
| June 2016 | **MCSE** | **KIWI Training Centre** | Khartoum – Sudan |
|  Apr 2015 | **CCNA** | **KIWI Training Centre** | Khartoum – Sudan |
| May 2013 | **DBA** | **Aptech Institute** | Khartoum – Sudan |
| Apr 2012 | **Diploma in Networks Design Administration Security for LAN/WLAN** | **Sudatel Telecommunications Academy** | Khartoum – Sudan |
| Oct 2010 | **SPSS** | **Aldanga Academy for Computer Science and languages** | Khartoum – Sudan |
| **University** |
| 2006 – 2011 | **B.Sc. in Computer Science** | Omdurman Ahlia University  | Khartoum – Sudan |

**Skills**

* Managing & maintaining Backup of Cisco Routers and switches.
* Configuring and troubleshooting RIP, EIGRP, and OSPF.
* Managed installation, configuration and administration of Cisco equipment in IT architecture of organization. Configured LAN/WAN elements and held responsibility of maintaining and monitoring performance of network.
* WI-MAX technology & WLAN.
* Support and configuration for wide area network solutions to Connect distributed systems.
* Active Directory service
* Manages all system back-up and restore protocol.
* Working on Win 2003 server, win 2008 server, Red Hat Linux, UBUNTU and Excellent in Microsoft's Office applications.
* Perform troubleshooting analysis of servers, workstations and associated systems.
* CCTV and Finger print access Control system Field Support.
* Solid practical knowledge of Computer Networks Design, Implementation and Trouble- Shooting, active and passive components.
* planning and implementation of voice,data, and video and wireless network services
* Solid practical knowledge of computer and accessories maintenance and trouble- shooting.
* Providing network access and connectivity to the staff.
* Good skills in Costumer Service Support.
* Identifying and preparing hardware for safe and installation.

**Abilities**

* Flexibility and the ability to work under pressure and meet deadlines.
* I have a full experience in learning and excelling at new technologies.
* Leadership as management skill.
* Working effectively both independently and as a team member.
* Good communication skills and co-operative.
* Able to operate in different work conditions such as on-site, off site.

**Personal Details**

* Date of Birth : June 8th 1987
* Nationality : Sudanese
* Religion : Islam
* Marital Status : Single
* Languages : Arabic as Mother Tongue, English
* Driving License: YES

**Preferences**

 Available Upon Request.