Khateeb.353697@2freemail.com



Personal Info.

|  |  |
| --- | --- |
| Date and Place of Birth | 11th of May 1992 - Riyadh, KSA. |
| Nationality | Sudanese. |
| Languages | Arabic (Native) - English (Advanced). |



Profile **Dedicated as an IT Technical Support & ERP Developer. Well-versed in analyzing, mitigating risk and finding cost-effective solutions. Excels at boosting performance and productivity by establishing realistic goals and enforcing deadlines.**



Education **Bachelor of Computer & Information Systems**

 Sudan University of science and Technology, Khartoum, Sudan

 Graduated March 2015 with an honor degree.



Skills

|  |  |
| --- | --- |
| Soft Skills | IT Skills |
| Strong Communication | Web Programming: |
|  | HTML5, CSS3, Java Script, XML, ASP.NET |
| Team Work | Application Programming (OOP): |
|  | Java, JavaScript, C# .NET, C, Python. |
| Work under pressure | Microsoft Office 365 Application:  |
|  | PowerPoint, Visio, Word, Excel, Access |
| Creativity and problem-solving | Microsoft OS: |
|  | Windows (XP,7,8,8.1,10), Windows Server 2012 (Active Directory, Networking). |
| Time management | Linux OS: |
|  | Ubuntu, Red-hat  |
| Flexibility | ERP Applications: |
|  | OpenERP (7,8,9 - Odoo), SAP Business One. |
| Full commitment to work | Database Application: |
|  | MySQL, Oracle Database (10,11g), PostgreSQL, Microsoft SQL. |
| Meeting deadlines | Other Applications: |
|  | Cisco Jabber, TeamViewer, Windows RD |



Certifications Bachelor Degree in Computer & Information System (March 2015).

ITIL ® Foundation (June 2016).



Courses OpenERP Odoo Basic Technical (May 2015).



Experience **Technical Support, Website Admin, Hayder A. Ali Architects Co., Khartoum- Sudan (April 2016 – February 2017). (Outsourced)**

* Technical Support and Hardware Maintenances, for all Company Utilities.
* Network Troubleshooting and Mail Server Configuration in company.
* Website Administration and Control.

**ERP Specialist, Technical Support, Vision Valley Co., Khartoum, Sudan (Jan 2014 – Mar 2016).**

* SAP Technical Support (SAP Business One).
* SAP Service Desk Support (SAP Business One).
* SAP Technical Development on Work Flows, Custom Modules (SAP Business One).
* Odoo (OpenERP) System Analysis & Design.
* Odoo (OpenERP) System Development (Technical & Functional).
* Odoo (OpenERP) System Implementation.
* Help Desk Management (Technical Support).

\*Worked as a trainee until Mar 2015 then employed as ERP Specialist in Mar 2015 after graduation.

**Call Center Agent, IT Technical Support, IT Trainee, Canar Telecommunication Co., Khartoum, Sudan** **(Feb 2012 – Mar 2012).**

* Call Center Technical Support agent for Both customers and Company.
* Help Desk & Service Desk Support.
* IVR System Configuration.
* IT System administration (Windows Server 2008).


Projects

* **Ram Energy Project (Client of Vision Valley Co.):**1- Responsible of delivering requirements and customized reports to the client
2- Initiating and Developing Training and HR modules to the client.
3- Modifying and customizing OpenERP "Odoo" ERP System for the Company.
4- Issue Tracking and handling of the Current modified ERP system.
5- Technical and Functional Support for ERP System to the Company.
* **SAP System Implementation for Vision Valley Co. (Vision Valley Co.):**1- Service Desk & system Implementation for SAP Business One.
2- Maintenance and Troubleshooting for the SAP Business One System for the company.
3- Local Server Administration for SAP Business One.
4- License and Authorization Management of SAP Business One.
4- Development of the SAP business One SDK integration with Visual Studio to create modules and workflows for the company.

Hobbies

* + Electronic Devices Tinkering.
	+ Game Developing.
	+ Desert Camping.

