United Arab Emirates, Sharjah

[Mansour.372564@2freemail.com](mailto:Mansour.372564@2freemail.com)

Mansour

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| **objective** |  | My goal is to obtain a dynamic, challenging opportunity that contributes to the outstanding success of the business via 14+ years Information Technology experience from various global industries |
| **Personal Details** |  | **Date of Birth**: 17March1977  **Place of Birth :** Portsudan,Sudan  **Nationality**: Sudanese  **Marital Status**: Marreid  **Address**: United Arab Emirates, Sharjah  **Visa Status** : Resident |
| **Work Experience** |  | THE SUDANESE INSURANCE & REINSURANCE Co. Ltd.(PORT SUDAN – SUDAN) Network and System Administrator  JAN 2002 To JAN 2006   * Installation and maintenance of all systems within a clients digital environment Administration Of network. * Producing documentation on operational, system and user procedures & guidelines. * Responsible for diagnosing & resolving hardware, software & end users problems * Deploying new hardware, server backups & evaluating new software & security risks * Administering & designing LANs, WANs internet/intranet, and voice networks. * Maintaining pre-packaged software applications on the LAN * Had experience on Enterprise/Data Centre networks and operations * Well knowledge/experience on advanced routing and switching (L2/L3) * Manage IP core, edge and Data center routers, switches and firewalls including configuration, software upgrades and capacity planning. * Operate, monitor, measure, and attain IP network and service level commitments * Monitor and report on operational performance to the leadership team * Review anomalies that are broad and potentially service impacting, research, * troubleshoot and recommend hardware and software solutions. * Troubleshooting and resolving issues related to Windows Servers & Cisco * networking devices  MAERSK SHIPPING Co. Ltd. (PORT SUDAN – sudan) System Administrator  March2006 To March2014   * Updating and monitoring IT user accounts * Maintaining up to date Antivirus levels on all machines company wide * Working on Active Directory accounts, configuration of Desktops ,Printers And Laptops * Liaising & meeting with external suppliers of IT services. * Troubleshooting technical problems and implementing solutions. * Purchasing of IT Equipment and software in line within agreed budgets * Troubleshooting and resolving issues related to Windows Servers & Cisco networking devices * Installation & administration of Windows Servers. * Maintenance of all networking devices & systems. * Help in examination of servers & network equipment for smooth operations.. * Work with vendors to resolve technical problems with computing equipment and software. * Handling escalated IT Service desk issues. * Experience in troubleshooting hardware issues and replacing hardware on Servers. * UPS Setup and Configuration. * ManagingServer backups as per Client Policies * Training staff and orienting them on how to use computer hardware and software systems * Identifying and solving any problems that affect computer operating systems * Administration of OpenBSD ,Windows Server 2003, Windows Server 2008   and Remote Service Disk  **PORT SUDAN REFINERT Ltd. (Port Sudan – Sudan)**  Network &System Administrator )Consulting)  2010 To 2015   * Network connectivity troubleshooting, * Maintaining up to date Antivirus levels on all machines company wide * Working on Active Directory accounts, configuration of Desktops ,Printers And Laptops * Responsible for communication protocols, configuration, integration. * Troubleshooting technical problems and implementing solutions. * Purchasing of IT Equipment and software in line within agreed budgets * Administration of Windows Server 2003.   **LMAR TRAINING CENTER.(PORT SUDAN – SUDAN)**  TREANER (A+,CCNA & MCSA)  February 2014 To July 2015   * Prepare the lab for students (Router & Windows Server) * Teach the student computer maintenance software & hardware (A+) * Teach the student computer networking (CCNA) * Teach the student computer administrative (MCSA) |
| **EDUCATION** |  | *Intermedia Diploma In Computer Since (University Of Gezira)2001* |
| **Languages Known** |  | **Arabic**: Native.  **English**: Exelant.  **Urdu** :Basics .  **Hindi**: Basics |
| **computer Courses** |  | ***Cisco***  #CCNA R&S (ZOOMTechnologies) Hyderabad, India..  #CCNp R&S (New WorldzTechnologies) Hyderabad, India.  ***Microsoft***  Window Server 2012 (ZOOM Technologies) Hyderabad, India.  Microsoft Private Cloud 2012(ZOOM Technologies) Hyderabad, India  ***Linux***  Red Hat Administration I (AptechTechnologies) Hyderabad, India.  Red Hat Administration II (AptechTechnologies) Hyderabad, India.  Red Hat Administration III(AptechTechnologies) Hyderabad, India.  ***HardWare***  N-Power Play-in-Basic Of hardware & Networking  ***Vmware***  VMware vSphere ---5.5(NETMETRIC SOLUTIONS)  ***ITIL***  ITIL Foundation In IT Service Management (JAGSAR INTERNATIONAL) |

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| **online certificate** |  | * Microsoft® Certified Solutions Associate(MCSA): Windows Server 2012   Certificate No:F411-2587   * Microsoft Certified Solutions Expert (MCSE): Server Infrastructure   Certificate No:F549-5838   * Cisco Certified Network Associate Routing And Switching (CCNA).   Certificate Verification No:422954172240COYN   * ITIL Foundation Certificate In IT Service Management   Certificate No: 5484355.20450775 |
| **KnowlEDGE** |  | * Network Cabling * Well knowledge/experience on the service provider routing protocols (OSPF, ISIS, BGP) * Cloud Computing (Cloud U ,Microsoft Azure and AWS) * Storage (SAN , NAS And DAC) * Automated queuing system * CCTV * Information Security (ISO 27001) |

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| **Goals** |  | * To exceed expectations and show positive results. * Ensure that company objectives are always met with   . |