***CURRICULM VITAE***

***Name: WAEL***

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 ***OBJECTIVE***

Iam seeking for a challenging career in a respective organization in order to gain experience. I will use this experience in order to develop a promising career path. I will apply all my abilities and skills with all my loyalty in a professional manner.

 PROFESSIONAL SUMMARY

Motivated IT support technician seeks new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new network architecture component selection and implementation, earning leading industry certifications, and driving the achievement of departmental goals.

 EDUCATIONAL QUALIFICATION

* ***Graduated from Omdurman Ahlia University 2011 as a Computer Engineer Sudan, Khartoum.***
* ***Diploma in Basic LAN Network n+ (F-12 NETWORKS) 2012 India, Hyderabad***

 SKILLS

* ***Utilizing technical training to resolve concerns related to software functionality.***
* ***Troubleshooting network concerns.***
* ***Working in a team-oriented -environment.***
* ***Providing phone and online support to users.***
* ***Assisting users in person and remotely with hardware-related concerns.***

 WORK EXPERIENCE

***IT SUPPORT Technician 9/11/2015 TO 31/07/2018***

***Leen Aamar Corporation Saudi Arabia (Riyadh)***

* ***Installed and maintained company’s computer systems and network.***
* ***Performed upgrades and installed updates.***
* ***Completed troubleshooting and repair when computers had problems.***
* ***Assisted office staff with computer application questions.***
* ***Conducted computer technology training with all new staff.***
* ***Recommended computer products and applications to improve productivity.***

IT /customer service/call center 7/12/2013 TO 7/12/2014

***Pasgianos food & beverage co. Sudan (Khartoum)***

* Provided technical assistance to customers on inbound telephone tech support calls.
* ***Used remote access to perform troubleshooting when needed.***
* ***Walked customers through step-by-step process for troubleshooting hardware issues.***
* ***Assisted customers with anti-virus program installations and virus removals.***
* ***Used good problem-solving skills for troubleshooting problems.***
* ***Used great customer-service skills.***

 ***CERTIFICATIONS***

* ***CCNA (Cisco Certifications Network) 2012 India, Hyderabad.***
* ***Hardware/basic 2012 India, Hyderabad.***
* ***Basic LAN Network n+ (F-12 NETWORKS) 2012 India, Hyderabad.***