

**Sameh**

IT Support Engineer

Computer Science BSc and CCN A certified with more than 10 years’ experience in Technical support ,widows 7 ,10 ,win server (2008,2012) Proven ability to create and deliver solutions tied to business growth, organizational development and Systems Optimization . Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

**Work History**

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| **2006-11 - IT Support Engine er** |  |  |
| **Current** | *Khartoum* |  |  |
|  |  |  |
|  | -Technical support (PC’s, printers),(software, hardware). |  |  |
|  | -Repair and recover ( hardware , software) failures. |  |  |
|  | -Designing and imple menting and troubleshooting of |  |  |
|  | Complete network infrastructure |  |  |
|  | -Collaborated with v endors to locate replacement |  |  |
|  | components and res olve advanced problems. |  |  |
|  | -Configured hardware, devices and software to set up |  |  |
|  | work stations for employees. |  |  |
|  | -Performed root cause analysis and general |  |  |
|  | troubleshooting. |  |  |
|  | -Removed and replaced malfunctioning components |  |  |
|  | to correct hardware problems. |  |  |
|  | -Removed malware, ransomware and other threats |  |  |
|  | from laptops and de sktop systems. |  |  |
|  | -Broke down and eva luated user problems using test |  |  |
|  | scripts, personal expe rtise and probing questions. |  |  |
|  |  |  |  |
|  |  |  |  |

**P ersonal Info**

**A ddress**

A bu Dhabi

1. **-mail** sameh-393800@2freemail.com

**Skills**

Windows Platforms

V ery Good

D esigning Wire and Wireless

N etworks

V ery Good

M S Office

V ery Good

1. S Windows [7 10 2008 2012 2016 server]

V ery Good

A ctive Directory DNS DHCP

V ery Good

Wire and Wireless LAN N etwork

V ery Good

**Education**



|  |  |  |
| --- | --- | --- |
| **1999-04 -** | **Bachelor of Computer Science** |  |
| **2004-04** | *University of Scie nce And Technology -* Khartoum - |  |
|  |  |
|  | Sudan |  |

**2013-04 -** **CCNA**

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| --- | --- | --- |
| **2013-04** | *Institute of Statistics -* Cairo - Egypt |  |
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**Projects**



\*Project : Archivi ng System for Ministry of Planning Land Departmen t- Sudan Date/Period : 20 10/18 months

Responsibility: Ad ministrating and Supervising of

Archiving System

Technologies : SQQL server , VB

Standards : TCP/IP, Microsoft

\*Project : Design ,Implementing of LAN for 7 buildings for Mini stry of Planning Land Department-Sudan

Date/Period : 20 08/12 months Responsibility : A dministrating of installing all network points , s witches , racks, Installing and testing of network hardware, Installing and configuring network software(client and server) Technologies : Cisco , Microsoft Tools : Infilink, Mic rosoft

Standards : TCP/IP, 802.11x, 802.3x, Microsoft

M aintenance PCs , Printers



V ery Good

1. racle Developer [ Analysis a nd Design ]

V ery Good

1. racle DBA 9i , 10g V ery Good

**L anguages**

1. rabic N ative English Superior

