Aim

I would like to be flourishing as a Telecom/Technical Support Engineer, Continuous progress on both professional and personal fronts through all round skills with emphasis on assigned targets.

Hard work and team spirit thereby anticipating and meeting the challenging arising in the contemporary competitive business environment integrity and given to sustained hard work-in future I would like to grasp more and more knowledge about this field which will give me name and fame in the related field.

WORK EXPERIENCE

**Technical support engineer**

Acer ME Company - Dubai - July 2014 to Present

\*Technical Cases (Hardware/Software).

\*Urgent responses to the mail helpdesk.

\*Direct online mails with customer with highly urgent support/solutions

\*Any Pending/Suspended cases

\*Inbound/Outbound Support Calls

2-Telecom Support Officer

**Telecom support officer**

Etisalat Company - Dubai - October 2012 to May 2014

Tackle with any technical problem on their mobile switch center system (CBCM) with clearing any pending cases for customer support plan.

3-IT/Telecom Engineer

**IT/Telecom**

Plan-it - Khartoum - March 2012 to July 2012

-Project for Installing DME on Android devices over 3G Network.

- Lock magic secure spaces.

- Installation and Authentication the LDAP and RADIUS servers in active directory based on Linux platform.

- Android SDK based on "ECLIPSE -java platform" on Ubuntu 12.04

LTS (Linux).

4-IT/Telecom

**Technical Support**

\*Shieboon trading, Engineering and Contracting Co .Ltd - March 2011 to March 2012 for Telecom Equipment (Huawie Routers and Switches).

-Controlling for their Wire/Wireless accesses.

EDUCATION

**BSc in communication Engineering**

Future University

2005 to 2011

SKILLS

\*Software skills: 1-Oracle VM virtual inbox. 2-LINUX (Ubuntu, Blacktrack). 3-Computer skills: (Microsoft word office, Microsoft power point office, Microsoft Outlook, Microsoft excels etc.). 4-Matrix laboratory (MATLAB). 5-Microcontroller technology. 6-CBCM.

7-IBM Lotus. 8- CSS Assistant.

(4 years)

&trk=nav\_responsive\_tab\_profile

ADDITIONAL INFORMATION

\*Software skills:

1-Oracle VM virtual inbox.

2-LINUX (Ubuntu, Blacktrack).

3-Computer skills: (Microsoft word office, Microsoft power point office, Microsoft Outlook,

Microsoft excels etc.).

4-Matrix laboratory (MATLAB).

5-Microcontroller technology.

6-CBCM.

7-IBM Lotus.

8- CSS Assistant.

9-Kali Linux .

\* Knowledge:

-Good background about Signaling in Telecom:

\*SS7, OSI, SIGTRAN (SS7 over IP), BSSAP, RANAP

-LTE Solution (Evolved Packet Core, IP Multimedia Subsystem, CS & PS, OTT Solutions)

-Radio &Core Network Interfaces.

-Antenna System technology.

\*Interested in:

-Mobility and Session Management.

-Wireless mobile communication (GSM, GPRS/EDGE, UMTS, IMS, LTE) services.

- Smart Antenna System (Adaptive antenna technology multi system configuration)

\* Other skills:

-Ability to work independently, within a team.

- Excellent skill in reports preparation and presentation.

- Supervision for graduation projects:

1. Adaptive antenna for Wi-Fi enhancement.

2. Wireless sensor network for ZigBee and Wi-Fi technology.

\*Members:

- Communication team in satellite and space technology (cube satellite) in Future University

2011/2012.



**Gulfjobseeker.com CV No:** **1464360**