United Arab Emirates, Sharjah

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 AdministratorJAN 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

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