



## HASSAN ABDALLA



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Single



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### Executive Summary:

An Experienced Information Technology Specialist and an active Systems Support Engineer best qualified in the field of Systems Administration, IT support, Firewall Management Computer Network Management, basic IT Security Services and IT Helpdesk.

### Work Experience:

**IT Support** \_\_\_\_\_ **(March 2023 to currently)**

Bahrain Economic Development Board (EDB): -

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support across the company (this may be in person or over the phone).
- Setting up accounts for new users.
- Repairing and replacing equipment as necessary.
- Testing new technology.

**IT Specialist** \_\_\_\_\_ **(June 2021 to October 2022)**

Roya Training and Development, Cairo - Egypt: -

- In charge of System Administration, Firewall management, Infrastructure management and computer systems troubleshooting and maintenance, Remotely and On-Premises.
- Installing and configuring all computerized hardware operating systems and applications.
- Monitoring and maintaining software systems and networks.

- Taking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues.
- Supporting the roll-out of new applications.
- Setting up new users' accounts and profiles and dealing with password issues.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time.
- Testing and evaluating new technology.
- Software distribution updates, testing and support.
- Configuring, Managing and Troubleshooting wired and wireless network.
- Configuring, Managing and Troubleshooting security.
- Network installation and support: Perform installations of routers, switches, & patch panels.
- Create Electronic mail, groups, rules and policies.
- Routine troubleshooting of server and escalate to higher level in accordance with procedures.
- Implement backups of servers following standard backup procedures.

**Support Engineer \_\_\_\_\_ (Sep 2019 to May 2021)**

DAL Group - SAYGA Investment Company Ltd, Sudan - Khartoum – Sudan: -

- Work in conjunction with various departments including *Sales, Warehouse, Finance and Operations*, to provide 1<sup>st</sup> Line support for XTEL's Sales Master One sales system and ERP.
- Front-End Support: Provide technical support for XTEL's Sales Master One sales system in computers and mobile devices, which includes troubleshooting and modifying system entries and data to match actual real-time results, such as *changing route assignment for salesmen, faulty stock correction, invoices execution correction* and *assisting the sales process remotely*.
- Assist Vans Checker's Teams in system related tasks such as *starting day, van load check* and *end day* in the system's processes.
- Deployment and updating of the sales system versions software, also the Installation and configuration of sales device software and applications.
- Monitor and maintain the sales system stability and provide regular reports for all issues regarding the system to the direct supervisor and system admin.
- Securely track sales device using utility software such as SotiMobicontrol web application and software, and also to remotely provide support for salesmen via the same app.

**Computer Technician \_\_\_\_\_ (Jul 2015 to Feb 2016)**

Fly Air Carqo - Khartoum – Sudan:-

- Provide technical support in terms of troubleshooting desktop and system problems, diagnose and solve hardware/software Incidents/problems both locally and via remote support tools and provide solutions and workarounds to incidents and Problems.
- System Maintenance: Install and configure computer hardware, operating systems and applications in accordance to SLA and company policy.
- Network Monitoring: insuring networking and broadband connectivity, stability and availability. And elevate to ISP and venders in case of service failure.
- Software Solutions: excavate and find proper computer applications to perform tasks critical to end users.
- Remote Assistance: Remotely diagnose and solve computer problems.
- System Administration and Monitoring (Windows server 2012): Active directory, user creation, password reset, group policy configuration.
- Basic Hardware Maintenance: troubleshoot basic problems with computer systems hardware and assist in finding solutions in a timely manner.

## Training:

**Operational Engineer** \_\_\_\_\_ **Apr 2018 to May 2018**

*Alshurooq TV*

Trained in outdoor satellite broadcast system configuration, main control room (MCR) operation, basic indoor broadcast unit configuration.

**Operational Engineer:** \_\_\_\_\_ **Sep 2017 to Oct 2017**

*National Television and Broadcast Commission*

Trained in outdoor satellite broadcast system configuration, main control room (MCR) operation, basic indoor broadcast unit configuration.

**Field Telecommunication Engineer** \_\_\_\_\_ **Mar 2017 to Jun 2017** *Abu Abid Engineering*

Trained in installation of radio base station (RBS) Microwaves transmission power rectifiers

**Call Agent** \_\_\_\_\_ **Oct 2016 to Mar 2017**

*Zain Telecommunication Company*

**Call Agent** \_\_\_\_\_ **Jun 2016 to Oct 2016**

*Sudatel Telecommunication Company*

**Telecommunication Engineer** \_\_\_\_\_ **May 2015 to Jun 2015**

*National Telecommunication Corporation*

### Hard Skills:

- Basic SAP system knowledge.
- IT Support & Helpdesk experience.
- Software issues troubleshooting.
- Microsoft Active Directory.
- Windows server configuration.
- Cisco Technologies.
- Network Engineering.
- VMware Systems.
- System administration experience.
- Computer system configuration, maintenance and repairing.
- Remote access troubleshooting and configuration.
- Computer and Laptop hardware maintenance.
- Computer systems maintenance.
- Mobile web-app troubleshooting.

### Soft Skills:

- Excellent communication skills.
- Good time management Skills.
- Good team worker.
- Customer service and customer relationships experienced.
- Analytical and a good problem-solving skill.
- Creative in finding solutions.
- Fast learner.
- Dedication to goals, targets and tasks.
- Assistive and cooperative.

### Education:

**Professional Diploma in Telecommunications** (Mar 2017)

*Sudacad* (ITU) – Sudan

**BSc. (Hon.) in Electronics** (June 2015) *Future*

*University* – Sudan

### Courses:

**Cisco Certified Network Associate (CCNA)2019** *Sudacad*

(ITU) - Sudan

### **Software Knowledge:**

- Sales Master One EPR (Sales module) (GUI).
- SQL - Basic (C.R.U.D) Operations & Queries.
- Windows Server 2016+.
- Sophos XG Firewall v18.50+ Software.
- VMware ESXi v6-v7.
- Veeam Backup System.
- Web Help Desk System.
- Output Messenger server and client System.
- C, C++, Java Programming language - (Basic).
- MS Office (Word, Excel, PowerPoint) - (Intermediate).
- HL7 & HIE (Basic).

### **Language:**

- Arabic Fluent
- English Fluent

### **Professional Registration:**

Sudanese Engineering Council Registration No. SEC/GE/55055

### **Referee:**

Mostafa Mahmoud

*General Manager – Roya T&D*

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