



Mohammed Elamin

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Gender: Male **Place of birth**: Mariage, Sudan **Nationality**: Sudanese

ABOUT ME

I am Interesting to Apply my Experience and knowledge of 9th years of General Directorate of Information Technology as Computer Engineer at Federal Ministry of Health and Bank of Saving & Social Development Meeting Spatial Analysis Requirements and to expand my experience in Technical Support and Issue Resolution, Advanced Diagnostics and monitoring of Data Network Infrastructure Solutions, Monitoring and maintaining enterprise level network hardware and applications at customer premises, Configuring, installing routers and Maintain current working knowledge of relevant system technologies and Server Management.

WORK EXPERIENCE

[2015 – 2020]

Federal Ministry of Health: Khartoum

IT Support engineer

City: sudan | **Country**: Sudan

-Roles & Responsibility:

- Technical Support and Issue Resolution: Provided expert technical support by responding to staff and client inquiries, diagnosing and resolving system and network issues, and managing Office 365 functionalities to ensure seamless user experience.
- Advanced Diagnostics and monitoring of Data Network Infrastructure Solutions.
- Monitoring and maintaining enterprise level network hardware and applications at customer premises.
- Configuring and installing routers & Cisco wireless controllers & switches, firewalls, load
- Determining best means to get system back up and running to original specifications.
- Coordinating the repair/replacement of failed equipment.
- Maintain current working knowledge of relevant system technologies.

[2020 – Current]

Saving and social development bank

IT Support engineer

City: Khartoum | **Country**: Sudan

- Provided technical support and troubleshooting for hardware and software issues.
- Installed, configured, and maintained IT systems and networks.
- Ensured system security and data protection.
- Managed IT infrastructure and supported daily operations.
- Assisted in upgrading and optimizing company IT solutions.

EDUCATION AND TRAINING

[2005 – 2010]

- B.Sc. Computer Engineering

- B.Sc. Computer Engineering

City: sudan | **Country**: Sudan | **Level in EQF**: EQF level 4

CONFERENCES AND SEMINARS

(CCNA).

Cisco Certified Network Associate (CCNA).

Linux Redhat 7.

VMware vSphere 6.7.

SKILLS

Problem Solving and Analytical skills | Strong problem-solving and analytical skills. . |
Excellent communication skills in Spanish and English

LANGUAGE SKILLS

Mother tongue(s): Arabic

Other language(s):

English

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user