Omer Moustafa Ahmed Mohamed

IT Support Specialist | Ajman, UAE | Omer.moustafa00@gmail.com

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Professional Summary

IT Support Specialist with 3+ years of experience in providing technical support, installing, configuring, and troubleshooting end-user computing hardware and software. Proven expertise in Microsoft Active Directory, Windows Server, and networking concepts. Proficient in end user support, with a strong background in cloud Infrastructure and technical support

Experience

IT Support Specialist

Morouj Commodities Ltd, Khartoum, Sudan, Dec 2022 - Feb 2024

- Provided customer service and technical support for all technical related activities on-site and remotely
- Installed, configured, and maintained IT infrastructure including Cisco switches, routers, Windows Server, Fortinet Firewalls, APs, and VoIP systems
- Implemented TCP/IP networks, IP Addressing (DHCP, DNS, IP Subnets), Ethernet technology in switched and routed environments and Voice over IP
- Created and maintained comprehensive technical documentation for all IT infrastructure
- Maintained and upgraded operating systems for server and workstation environments

Technical Support Engineer

Albarajoub Engineering Co, Khartoum, Sudan, Dec 2021 - Nov 2022

- Install and configure Windows Server (2016,2019), Domain Controller, Active Directory, and group policy
- Provide L1 & L2 level technical support to end users for all desktop/laptop issues related to hardware and software
- Managed and supported various devices including PCs, Laptops, Windows Server (2016,2019), and VoIP Systems
- Provide support for Office 365 and other enterprise applications
- Test new features, applications, and computer hardware to ensure compatibility and performance

Help Desk Support Engineer

Albarajoub Engineering Co, Khartoum, Sudan, Feb 2021 - Nov 2021

- Provided technical support to end users for hardware, software, and network issues

- Monitored and maintained Performance of IT systems and performed routine maintenance tasks such as backup and updates
- Support new employees by setting up their workstations, and telephone configuration
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Provided Level 1 support and problem-solving to resolve issues

Technical Skills

Networking: Experience in TCP/IP, DHCP, DNS, VLANs, and Active Directory

Operating Systems: In-depth knowledge of Windows Server, Active Directory and user account management

Security: Experience with Fortinet Firewalls, Kaspersky security center, and antivirus

Cloud: Good knowledge of Azure and Office 365 admin center

Helpdesk: Experience with Helpdesk ticketing system and Level 1 support

Language

- **Arabic (Native)**
- **English (Conversational)**

Projects

IT Infrastructure Implementation, Jan 2022 - June 2022

- Implemented and configured IT infrastructure including Cisco switches, routers, Windows Server, Fortinet Firewalls, APs, and VoIP systems
- Provided technical support for all technical related activities on-site and remotely

Windows Server Deployment, July 2021 - Sept 2021

- Installed and configured Windows Server (2016,2019) and Domain Controller, Active Directory, and group policy
- Provided L1 & L2 level technical support to end users for all desktop/laptop issues related to hardware and software

Certifications

Cisco CCNA Routing and Switching

 Microsoft Certified Solutions Associate

CompTIA Network +

CompTIA A+