

CV

Personal Information:

Mohamed Ibrahim Abdalla Mohamed

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Summary:

Highly motivated and results –driven IT professional with Bachelor of Computer science degree and proven track record of success in Technical roles. Possessing over year of experience in IT-related position, with experience in Data Management, hardware and software support, and network troubleshooting. Known for meticulous attention to detail, exceptional problem solving skills, and maintaining the Integrity of IT system.

Skills:

Strong Technical Proficiency: I have deep understanding of computer systems, mobile devices, and various tech product supported by extensive hands-on experience.

Effective technical issue resolution: I can identify and solve technical problems using systematic troubleshooting methods.

Skilled problem solver: I excel at finding practical solution to complex technical challenges.

Proficiency in operating system: I am skilled in both windows and Linux operating systems, capable of navigating and using them proficiency.

Backup and recovery expert: I am experienced in implementing reliable data backup and recovery strategies to protect important information and ensure smooth system restoration.

Adaptable and flexible: I can quickly adapt to changing technology trends and tools, staying up-to-date with emerging developments.

Collaborative team member: I work well diverse teams, promoting cooperation and making positive contribution to achieve shared goals.

Remote desktop support: familiar with remote access tools to troubleshoot and assist users remotely ensuring minimal disruption.

Software Installation and support: competent in installing, configuring and providing technical support for a wide range of software applications.

IT helpdesk support: adept at providing timely and efficient technical support to end-users, Resolving IT-related issues promptly.

Experience:

Data Management and reporting Officer | welfare and development charity organization | Kassala | 1 FEB – 31 MAR 2023

- Maintain ongoing tracking and appropriate documentation on referrals to promote team awareness and ensure patient safety.
- Documents referrals, communications, actions, and other data in an information system.
- Ensure that the collected data is accurate and of high quality through regular and random cross checking and data cleaning processes.
- Revise and clean collected data.
- Troubleshoot any data inaccuracy, inconsistency, and errors through coordinating with the relevant personnel.
- Provide relevant analysis of the collected data and produce information on project's output as relevant.
- Ensure that data is being properly archived in both hard and soft copies.
- Support in the analysis of data and provide recommendations to improve the interventions.
- Support in designing various reporting tools and templates.
- Perform other related duties as required.

IT Technical support | intergovernmental authority on development | El-Qadarif | 1 JAN 31 DEC 2022

- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Research and identify solutions to software and hardware issues.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Monitoring and maintaining computer systems and networks.
- Testing new technology.
- Responding in a timely manner to service issues and requests.
- Perform other related duties as required.

Education:

National Ribat University | Computer studies | Bachelor of computer science | 2016 - 2021

Languages:

Arabic

English

Reference:

- Atif Awad Tahir – “IGAD” Admin and Finance Manager | atifawad05@gmail.com | +249123183282
- Nathan Nambazimana – “Welfare and Development Charity Organization”

Project Coordinator | nathannambaz@gmail.com | +249907855631

- Munir Zakaria - "UNHCR" HR Associate | ZAKRIAM@unhcr.org | +249912337844