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FALCON ID # 35023

IT / It Technician

Residential Country : Qatar Nationality : Sudan
Resume Title : It Technician Notice Period : 1 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
Diploma	Khartoum	2011	Sudan

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Desktop Support Technician	Mats Company	Sudan	05/2013	01/2014
System Admin	Blue Nile Construction Company	Sudan	04/2012	11/2012
Graphic Design	Collage Printing Press	Sudan	09/2010	10/2011

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

- Providing technical hands-on capabilities with: installation and configuration, remote monitoring, help-desk customer service tech support, maintenance and troubleshooting. Technical Knowledge
- Switches, Routers and Firewall configuration

- Windows servers, Windows 2003/2008 Active Directory
- MS Windows, MS Office suite
- VPN and LANDesk
- Browsers' based apps, Php5, Mysql and Ms4w

Core Competence:

- Ability to perform with minimal or no supervision.
- Outstanding communication ability, verbal and written.
- Multi-tasking ability.
- Effective problem solving.

Additional Information :

- Installed, configured, and maintained the functionality of company desktop systems, together with peripheral appendages and software.
- Kept in constant touch with vendors to resolve problems as quickly and efficiently as possible.
- Provided computer system support for both staff and customers.
- Ran regular checks, tests, and tracking procedures to prevent or identify problems.
- Instructed employees on extending life of computer system through proper use.
- Performed routine maintenance on all user accounts, data files, etc.
- Installed or advised installation of upgrades to prevent malfunctioning.