AHMED MOHAMMED OSMAN

IT NETWORK & COMMUNCATION ENGINEER

Career summary

An enthusiastic network engineer with the necessary drive and determination needed to resolve complex networking issues. Possessing effective organizational skills and excellent working knowledge of networking technologies and having a commitment to keep up to date with the latest developments. Experienced in providing motivation, guidance and up to date networking consultancy service to both colleagues and clients.

Now looking for a new and challenging network engineer position, one which will make best use of my existing skills and experience and also further my development.

Work experience

(1).Emirates General Transport and Services Corporation (Emirates Transport) - Dubai

Technical Support Specialist (Feb 2013 – Present)

- Monitoring and maintaining computer systems and networks, Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults; replacing parts as required.

(2).Emirates General Transport and Services Corporation (Emirates Transport) - Dubai

Coordinator of Electronic Services (October 2013 – Jan 2015)

- Follow-up and development of the website of the Canter on the web as appropriate for work requirements and in accordance with the requirements and controls the development of websites assessments.
- Evaluate the issues from users through analysis and diagnose and solve problems that arise on the website in coordination with the management of information systems in public administration.

(3).Emirates Telecommunications Corporation (Etisalat) - Ajman

Technical Support Engineer (May2013 – October2013)

- Dealing with customer inquiries effectively based on the high quality of service to gain access to customer satisfaction through the guidance of operations and objectives of the customer service center.

Academic qualifications

ALAIN UNIVERSITY OF SCIENCE AND TECHNOLOGY -- Alain. UAE 2007– 2012
BSc. Network and Communication Engineering (3.43 GPA)

Emirates Education Center –Dubai. UAE 2014 – 2015
MCSE – Server Infrastructure + Exchange 2013 (92%)
CCNA – Routing & Switching (92%)

References

Available on request

Key skills

AREAS OF EXPERTISE

- Networking
- Microsoft technologies
- Remote support tools
- Cisco Router
- VMware
- Cisco Switch
- Firewalls
- Remote Access
- Servers Support
- Active Directory

PROFESSIONAL ABILITIES

- 5 years of experience working interactively with customers and all levels of management
- Administering & designing LANs, WANs internet/intranet, and voice networks
- Communicating and negotiating with users, specialists, other staff and suppliers.
- Ability to solve technical support problems and work clients through difficult processes
- Investigating, diagnosing and resolve all network problems
- Network connectivity troubleshooting, ping, tracert, telnet
- Good understanding of static routing, SQL databases and VMware
- Knowledge of ITIL incident, problem & change management.
- Working knowledge of major networking components & hardware components.

MANAGERIAL ABILITIES

- Strong influencing and Communication skills.
- Having a flexible attitude and positive approach.
- Experience of client facing roles.
- Constantly maintaining high levels of accuracy.
- Ability to quickly learn applications with minimal
- documentation
- Physically fit & able to lift IT equipment, crawl under desks to access cabling etc.
- Experience of problem resolution & quality assurance procedures.
- Able to communicate complex IT issues to suppliers and non-technical staff.
- Ability to work well in a team environment.

CONTACT DETAILS

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- Email: ali-cob@hotmail.com
- Nationality: Djibouti
- License: driving license from Abu Dhabi
- Language: Arabic (fluent), English (fluent), Somali (fluent), Urdu (good)