IZZELDIN **HAMAD**

+249922222520, ezzmohd33@gmail.com

***I am an experienced technical sales engineer with a demonstrated history of working in the computer and network security industry, skilled in security systems, data analysis, strategic planning, marketing strategic, and customer relationship management.***

***WORK EXPERIENCE***

*January 2017- Present*

SALES ENGINEER

TIXTCOM Ltd (UAE-Dubai)

Responsible for selling the company’s products, responding to clients' queries, and providing advice and support on a range of product related issues.  
**Duties:**

Demonstrating how a product meets a client’s needs.

Working with existing customers to help them get the most out of the products they have bought.

Providing sales support during virtual and onsite client meetings.

Liaising with both current and potential clients to develop existing and new business opportunities.

Identifying the customer's current and future requirements.

Identifying client requirements.

Reviewing customer drawings, plans and other documents in order to prepare detailed technical proposal for them.

Preparing reports for head office and senior managers.

Offering after-sales support services.

Conveying solution benefits to both business and technical audiences.

Demonstrating products, services and solutions to potential clients.

Preparing and presenting potential cost benefit analysis to potential clients.

Delivering presentations and demos to audiences.

Conveying customer technical requirements to the Internal Engineering teams.

Maintaining existing, long-term relationships with customers.

Putting together technical instruction for customers in relation to the use, operation and maintenance of purchased products.

Travelling to visit potential clients.

Negotiating tender, contract terms and conditions.

Maintaining professional working contact with key suppliers and third parties.

My responsibilities included processing orders, filing, typing letters, arranging accommodation for the sales team and dealing with customers face-to-face who visited the offices.

* I was promoted from a junior role to a team leader position after 2 years.
* I introduced several efficiency processes that the Company continues to use.

*2001 - 2003*

**Customer Service Trainee**

Super Foods United

My responsibilities included stacking shelves, checking stock, helping customers find products and dealing with complaints.

*1999 - 2001*

**Office Junior**

Some Company plc

Adjust the spacing after each position by going to the Paragraph settings in Word and setting ‘After’ to 15pt. This makes the CV look less crowded.

*Sep 2015 – Dec 2016*

**ELV Site engineer**

IBM Enterprise Ltd (Sudan)

**Job Responsibilities:**

* Coordinate with consultants, contractors and sub-contractors and involve in design/review/ implementation of all ELV functions and discipline required for the project.
* Supervise contractors / subcontractors to carry out site works according to design intent and the suppliers for timely delivery of equipment.
* Assure that the installations of ELV related systems (CCTV, ACS, PA, BGM, BMS etc.) are in compliance with drawings, required specifications and standards.
* Responsible for the site work implementation and documentation in order to achieve the project target completion date.
* Report to the Senior Manager of site progress and problems being encountered for assistance and guidance, Keep records and related data of site progress in order to maintain regular/timely update to Senior Manager.
* Attend site meetings regularly and liaise with others for details of works and coordination of requirements amongst various parties.
* Involve in testing and commissioning of the installed systems and ensure compliance and handover.

***Academic qualification***

Bachelor Degree in Information Technology from Future University.

Diploma in Information Technology Management from Alison - Free Online Learning

Diploma in Computer Networking from Alison - Free Online Learning

Diploma in Operations Management from Alison - Free Online Learning

Diploma in Project Management from Alison - Free Online Learning

***Technical qualification***

* NSE 1 The Threat Landscape from Fortinet
* NSE 2 The Fortinet Security Fabric from Fortinet
* NSE 3 FortiMail from Fortinet
* NSE 3 Public Cloud from Fortinet
* Bosch CCTV Systems Training for Sales and Design.
* Bosch Access Control Systems Training for Commercial and Design.
* Bosch Communication System Training for Sales and Technical.
* Bosch Video Systems Professional Training.
* Bosch IP Networking For intrusion Training.
* Bosch Intrusion System fundamentals.
* Bosch BIS Basic Training.
* UNDSS Bsafe in UN VOLUNTEERS
* UNDSS Information Security Awareness

***Skills***

* Data analysis
* Strategic planning
* Microsoft office
* Project management
* Project planning
* Operation management
* Marketing strategy
* Technology integration
* Sales operations
* Good communication skills

***Languages***

* + Arabic
  + English

**REFERENCES**

Available on request