AHMED IZZELDIN ABUGALABEIA ABDALRHMAN

# **PERSONAL DATA**

Date of birth :1993/03/14

Nationality: Sudanese

Residence: Alma’mora, Khartoum

Phone: +249911800938

Email: hamada.15@live.com

Cisco ID: CSCO13443463

## Summary

###  A highly trained, experienced and self-motivated telecoms Engineer, with

### Excellent supervisory and communication skills. Possesses a wide Knowledge in systems (especially computers). Seeking to support and Enhance telecommunication systems. Works excellently alongside others. A Proven problem solver who will supervise a team ensuring all tasks are Carried out in an efficient manner.

# **EXPERIENCE**

**Zain Sudan**

**Call center agent**

One year training from 01/07/2017 to 30/6/2018

This role is to handle telephone calls on behalf of an organizations fulfil

Customer requirements. This generally involves customer calls coming into

The contact center.

**Zain Sudan**

**Sales representative agent**

 6 months working from 01/6/2018 to 01/12/2018

#  **EDUCATION**

# GRADUATE 2016, SUDAN, GARDEN CITY COLLEGE FOR SCIENCE AND TECHNOLOGY

# DEGREE: (HONOURS) BACHELORS MAJOR: ELECTRONIC ENGINEERING (TELECOMMUNICATIONS)

# **LANGUAGES**

#  ENGLISH: VERY GOOD

#  ARABIC: MOTHER LANGUAGE

# 5. **Skils**

 hard working, reliable, motivated

and takes pride in work. Easy to

handle tasks, solve conflict, discover

shooting trouble. Excellent abilities at

information collecting, Team worker.

# **6. Certification**

1. Cisco Certified Network Associate 200\_125

Date Tested: 02-May-2019

Cisco ID: CSCO13443463

Grade : pass

 2. Voice Over IP (VOIP)

 6 hours of training in 17-Nov-2018

 \*Network Plus Training Center\*

 3. Microcontroller Course

 From 07-April-2014 to 14-June-2014

 \*Khartoum University\*