

# HUSSAM OSAMA

## Technical support

### PROFILE:

Expert with years of technical support officers monitor and maintain the computer systems and networks of an organization. Able installing and configuring computer networks, systems, diagnosing hardware and software faults and solving technical and applications problems, either.

### DATE OF BIRTH:

8.sep.1991

### NATIONALITY:

Sudanese.

### NATIONAL SERVICE:

Completed.

### ADDRESS:

Khartoum – Bahri  
Halfia Elmouluk- Sq,5-house no.168

### CONTACT

#### • PHONE:

+249123475199  
+249920104973

#### • EMAIL:

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### INTERESTS

- Researching
- Self-development

### EDUCATION

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- El Imam Al Hadi college  
[BSc in Information Technology (Good).]  
2010 - 2014

### WORK EXPERIENCE

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- **Technical Support**  
**Hamtec Tading**  
From Jan 2015-To Aug 2018
- **Computer Specialist**  
**Mega Food Industries Co.**  
From Sep 2018-To Oct 2019
- **IT Engineer**  
**Mega Food Industries Co.**  
From Mach 2021-Until now

### TRAINING

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- **Sudatraf Electrical industries:**  
From Feb 2013 –March 2013
- **Sudacad Academy Training On CCNA**  
From AUG 2016 – To OCT 2016
- **Franco Pinto Training Center ON**  
**Kasper Endpoints Security and Management**  
Dec 2021

### Responsibilities

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- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Resolving network issues.
- Installing and configuring hardware and software.
- Speaking to customers to quickly get to the root of their problem.
- Providing timely and accurate customer feedback.
- Talking customers through a series of actions to resolve a problem.
- Following up with clients to ensure the problem is resolved.
- Replacing or repairing the necessary parts.
- Supporting the roll-out of new applications.
- Providing support in the form of procedural documentation.
- Managing multiple cases at one time.
- Testing and evaluating new technologies.
- Conducting electrical safety checks on equipment.

### Skills

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- The ability to think logically
- Good memory of how software and operating systems work

- Excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution
- The ability to work well in a team
- Problem solving skills
- A strong customer focuses
- Attention to detail.