

# MOHAMMED ELFATHI ZAKI MUSTAFA SALIH

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## ICT PRODUCTS & SERVICES MANAGER

### OBJECTIVES

A committed and highly focused IT project manager and Software developer with additional experience in Telecom product marketing. Expertise in taking real customers' requirements and developing products that are valuable, innovative and successful. Collaborative and decisive with strong communications and interpersonal abilities.

### EDUCATION

MSc- Information System (planned early 2019) – Omdurman Islamic University – Sudan.  
Bachelor of Engineering – Computer Engineer- (Jun' 2005) – Arab Academy for science & technology-  
Alexandria, EGYPT.

TOEFL computer based 1999, CCNA Diploma 2003, ITSM course 2007, TTT 2007, MCTS, .NET 2 C# Certified 2007,

MCTS SQL SERVER 2005 Certified 2007.

MCTS .NET 3.5 C# Certified 2010, MCPD .NET 3.5 C# Certified 2010, MCITP DATABASE developer Certified 2010.

PMP course 2016 | BA course 2018.

IELTS (overall band 6) 2018.

## EXPERIENCE

### ICT Product & Services Manager, Syber Technology (December 2017 – Present)

SYBER is an innovative company focused on the two ecosystems of ICT & e-Payment

- Collaborate with innovation team to design new solutions.
- Engage with new potential customers, and build business relationships.
- Conduct a business analysis methodology for agile projects.
- Work closely with technical team to ensure both quality & integrity are met.
- Handling cloud EMS product services, system analysis, Data collection, and functionality.
- Prepare Quotations, Tender's documents, Project's Proposals, and Closure Contracts.
- Hands on operation model concepts.

#### **Achievements:**

- Prepared campaign strategy for Syber Technology.
- Opened new opportunities with potential customers.
- Participated with new projects such as **SaaS** cloud EMS.
- Designed a sales plan for SaaS Tracking system with complete business analysis.
- Pre sales achievement in GPS – tracking systems.

### IT Supervisor Unit, Nile College (August 2017 – November 2017)

Nile College is considered one of the fastest educational colleges in Sudan with multi faculties in medicine, business, and Information technology.

- Supervision of the college IT infrastructure, and systems.
- Participate in data collection of newly designed systems.
- Planned and designed the help desk system.
- Work closely with technical team to ensure both quality & integrity are met.
- Responded to various technical support issues.
- Train and assist users in different IT aspects.
- Redesigned the college website with latest technologies.

#### **Achievements:**

- Redesigned fully functional help desk system.
- Understood the IT policies and processes inside the education umbrella.
- Participated with new projects such as **Dentistry and finance systems**.

### Senior Software Engineer - Freelancer, Bombaslo Tech (August 2015 – June 2017)

I created Bombaslo Tech as a business IT consulting, and cloud E-commerce application systems. Responsible of the following with the previous responsibilities:

- Act as PMP to deliver Enterprise business solutions using the latest .Net technologies, HTML, PHP WordPress, native SMART PHONES applications, ERP, ORACLE CRUD, RAD, and SHAREPOINT CLOUD enterprise applications.
- Design PHP Word Press websites with in depth extensions programming and UI elements.
- IT & Software consultancy for both small and enterprise companies.
- Mobile applications design with Phone Gap and Apache Cordova platforms.
- Give support and technical troubleshooting services to business companies.
- Analyze, collect, and implement Distributed solutions on demand for different industrial companies.
- Solid understanding of C# .NET (since 1.1 – 4.5 using Visual Studio 2015), ASP.NET, MVC, RIA services, and .NET WEB forms.
- Strong experience in HTML 5, CSS, CSS3, Bootstrap, XML/XSL, JavaScript, jQuery, and ORACLE REST applications.
- Advanced experience in ALL SQL SERVER editions (2000-2014) for both administrating and developing relational data tables.
- Experience in SAP crystal reports for SQL SERVER and VISUAL STUDIO platform.
- Solid understanding of Microsoft Server 2003, 2008R2 IIS deployment methods.
- Experience in Microsoft LIGHTSWITCH platform and POWER APPS.
- Advanced experience in OOP, UML, and systems analysis.
- Extensive experience in Manage Engine service desk, and OTRS Helpdesk software's.

#### **Achievements:**

- Developed WordPress solutions based on online payments.
- Gained strong experience in open source solutions.

### Product Manager, HUAWEI TECHNOLOGIES (July 2014 – June 2015)

Huawei is a leading Chinese company in Telecommunication Services. The company hosts services for hundreds of thousands of customers all around the world.

- Build, configure, expand & track core network solutions for Sudatel mobile operator (MSC, MGW, and PCRF).
- Deliver strong LTE solution to Sudatel mobile operator.
- Renewing the SMSC license for Sudatel mobile operator.
- Making use of IPCC system by integrating new features and applying the required licenses for Sudatel.
- Help Canar telecommunication company upgrades NGN network to fill the demanding market.
- Give ideas of value added services (VAS) for better market understanding and help establishing statistical reports for Sudatel.
- Prepare and document all RFP'S, RFQ'S, Project documents, and Project reports.
- Working with transmission, wireless, professional services, and delivery departments for fast and excellent customer services, and documenting all projects reports into weekly reports

#### **Achievements:**

- Awarded Lovely angel prize for boosting and inventing new marketing strategy for Huawei Mobile Sudan campaign.

### Senior IT technical support engineer, Royal Care International Hospital – (March 2011 – June 2014)

Royal care international hospital is one the biggest private hospitals in Sudan, with outstanding and accurate health services in the region.

- Gathering hospital software requirements to provide appropriate software solutions.
- Leading development team to achieve management expectations.
- Designed and developed IT HELP DESK C# LIGHT SWITCH with SQL server 2014 & .NET 4.5.1
- Installing and administrating SHAREPOINT 2010 server environment & perform clients' upgrades.
- Installing and configuring the SYSTEM CENTER MANAGEMENT 2010 on DC controllers.
- Implemented OTRS Ticketing system, modifying the UI HTML, and SMTP settings on LDAP.
- Implementing issue log strategy system using C# Light Switch Desktop client.
- Implementing Reservation system for both staff and clients using C# Apache Cordova for ANDROID.
- Designed C# ASP billing system for outpatient clinics (OPD).
- Integrate SAP crystal reports into the HIS system for better and advanced reports.
- Using MOBIRIES mobile platform to design Android reservation system using Native C#, HTML5 and Bootstrap.
- Strong experience in SQL server 2014 database developer with advanced Store procedure, triggers, Views, and database Agent implementation.
- Troubleshoot PC's operating systems issues (Win 7, 8, Microsoft Office 2013, antiviruses, E-mails).
- Maintain the group policy of Windows server 2003 R2, 2008.
- Configure and repair Network printers (Canon, HP).

#### **Achievements:**

- Designed assets system.
- Developed helpdesk system.

### Computer Engineer, BANK ALMAL (JULY 2007- OCTOBER 2007)

Bank AL Mal is considered a fast-moving corporate bank in Sudan.

- Managing Multiple Data Canters (reports & application servers).
- Assigning ITIL, and ITSM technologies in relation to the BANK policy.
- Assessment of users' performance using OTRS HELPDESK system.
- Extensive hands-on experience with the configuration of windows server 2003 AD.

#### **Achievements:**

- Had to know the banking experience.

### Programming & database instructor, Professional Labs (JULY 2008- December 2010)

Professional labs is an international certified training and testing center based in India.

- Introducing and coaching SQL Server and C# programming language concepts for students.
- Run live simulations.
- Assist in installing required teaching interfaces and materials.

#### **Achievements:**

- Had a good experience in overall education system.

### Computer Engineer, CITC (September 2005- August 2006)

Cambridge International College is an outstanding Education facility in Sudan, and considered one of the best for several years.

- Managing main reports & application servers.
- Troubleshoot user's issues for both hardware and software.
- Assist and train staffs in windows operating system and office applications.

#### **Achievements:**

- Established the basics communication skills.
- Taught myself on how to troubleshoot in sequence any technical problems.

## **PERSONAL & SKILLS**

- ♦ Date of Birth : 10/03/1980
- ♦ Languages : Arabic, English, German (basic)