

PERSONAL INFORMATION



Mustafa Masaad

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Sex Male | Date of birth 18/11/1991 | Nationality Sudanese

POSITION

IT Engineer & Help Desk Specialist

WORK EXPERIENCE

10 Jul 2017–Present

IT Engineer

Bajrawia For Oil And Gas Equipments, Khartoum (Sudan)

- Managing networking and maintenance services of all Hard Wares for our company and also for all subsidiaries.
- Supporting users and network administrators over the telephone and by email.
- Configuration and testing of any new hardware and software.
- TCP/IP v4 networking and hardware maintenance and repair.
- Documentation, billing, spare parts (inspecting-ordering and quotations).

1 Mar 2016–1 Mar 2017

Help Desk Specialist

Hikma , Sudan - Pharmaland for Pharmaceuticals Industry, Jazeera , Albagear (Sudan)

- Supporting users and network administrators over the telephone or by emails.
- Networking and providing support for Windows.
- Configuration and testing of any new hardware and software.
- Management of daily data backup and retrieval.
- Database backup and restore.
- Server support.

2 May 2017–7 Jul 2017

Printech , Jedian Group For Advertising, Khartoum (Sudan)

- Manage E-mail Users' accounts .
- Supporting users and network administrators over the telephone and by email.
- Update Bajrawia Website.
- IT Procurement.
- IT Hard ware and software inspection.
- Mange IT Stock.

1 Jan 2014–28 Dec 2015

Help Desk Specialist

Kenana African & Middle Esat Institution For Training, Kenana (Sudan)

- Providing technical support over the phone to all users .
- Handling incoming incidents via the phone / e -mail promptly and effectively.
- Diagnosing and resolving a wide range of technical issues over the phone.

- Answering & responding to all calls & requests within agreed time scales. Keeping customers updated as to progress.
- Provide troubleshooting and configuration support for client desktop and networking environment.

EDUCATION AND TRAINING

2009–22 Oct 2013

Bachelor Degree in Computer Science

University Of Science And Technology, Khartoum (Sudan)

Training Certificate in (MCSE): Microsoft Certified Solution Expert.

Kewi Training Center, Khartoum (Sudan)

Training Certificate in (CCNA): Cisco Certified Network Associate.

Kewi Computer Center

CCNA Security (Cisco certified network associate) Security

Network plus training center, Khartoum (Sudan)

CCNP (Cisco Certified network professional)

Network Plus Training Center, Khartoum (Sudan)

7 Jul 2019–27 Jul 2019

VMware Vsphere 6.7

Kiwi Training center, Khartoum (Sudan)

Red hat certified (RH124)

Network plus training center, Khartoum (Sudan)

11 Nov 2018

Closed Circuit Television (CCTV)

Network Plus Training Center, Khartoum (Sudan)

Information Technology Infrastructure Library (ITIL)

Kewi Training Center, Khartoum (Sudan)

PERSONAL SKILLS

Mother tongue(s) Arabic

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B2	B1	B1	B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills - Very good Communication Skills .

Job-related skills - Excellent telephone manner and customer service skills.
 - Having the ability to listen to, understand and defuse difficult situations.