

# Omar Mohamed Babiker Mohamed

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## Highlight

An effective communicator possessing excellent presentation & soft skills with honed information technology, logical and problem-solving abilities.

Recognized for successfully meet targets, proficiently formulating and implementing budgets, building high-performing teams and nurturing fruitful relationships with customers.

## Personal Details

- **Nationality:** Sudanese
- **D.O.B:** 1<sup>st</sup> Jan 1988
- **Marital Status:** Single
- **VISA Status:** Visit visa

## Languages

- 1 Arabic speaking reading & writing fluently.
- 2 English speaking, reading & writing fluently.

## Education

### **B.Sc Information Technology with (Honor)**

*Khartoum University – Faculty of Mathematical Sciences , Sudan  
2008-2015*

## Courses

- Introduction to SQL 12c. (6<sup>th</sup> April 2018 to 26<sup>th</sup> April 2018) **Aptech Computer Education, Bengaluru, India.**
- PL/SQL 12c. (30<sup>th</sup> May 2018 to 5<sup>th</sup> September 2018) **Aptech Computer Education, Bengaluru, India.**
- Data base Administrator (DBA) 12c. (6<sup>th</sup> September to 29<sup>th</sup> September 2018). **Aptech Computer Education, Bengaluru, India.**
- Advanced Database Administrator (DBA2) 12c. (6<sup>th</sup> September to 30<sup>th</sup> October 2018). **Aptech Computer Education, Bengaluru, India.**
- Visual Basic of Applications with Marcos, (31<sup>th</sup> July To 22<sup>th</sup> August 2018). **Aptech Computer Education, Bengaluru, India.**
- Python programming (31<sup>th</sup> July To 30<sup>th</sup> October 2018). **Aptech Computer Education, Bengaluru, India.**

## **Area of Expertise**

- Information Technology.
- Helpdesk.
- Office administration.

## **Work Experinces**

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### **Helpdesk Specialist**

*EXICO Petroleum Services CO. LTD*

Feb 2017 – Jan 2018

Khartoum, Sudan

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- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Write training manuals.
- Train computer users.
- Maintain daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.
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## **Computer Proficiency**

### ***Applications***

Software, especially Word, Access, Excel, PowerPoint, Pycharm & Netbeans IDE, Designing & Formatting, Photoshop.

### ***Programming Languages***

C++, Visual Basic, SQL, JavaScript, HTML, PHP.

### ***Operating Systems:***

Windows – MAC – Linux

### ***Hardware:***

Router, switches, computer peripherals eg printers, scanners.

## **References**

### ***1- Mohamed Esmat A.Rahman***

Coordinator and CRM Manager – EXICO Petroleum Services CO. LTD

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### ***2- Mohamed Sadiq***

Corporate Trainer on Oracle Database Workshop & Microsoft Technology

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