

OMNIYA EMAD

Information Technology



Khartoum, Burri



27.10.1995



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PROFILE

A dedicated Technical Support Engineer with 3 years of experience specialized in computer programs and desktop programs and Helpdesk technician. Technical Support that be can in website & system administration follow-up system and fix errors that occur to either programs or devices. Looking to contribute my skills and experiences to your company and I'm sure that my dedication along with my technical skills will make me a great asset for your team.

EDUCATION

10.2014 - 10.2018

Emirates College of Science and Technology
Information Technology

EXPERIENCE

12.2020 - present

ASI International Limited Co.

Technical Support Engineer

- Training clients on systems.
- Follow up system problems daily.
- Solve system problems.
- Writing daily, weekly and monthly reports.
- Knowledge of a global protection system.
- Quickly solve customer problems.

03.2020 - 09.2020

Unified Technology

Technical Support & Website Administrator

- Responsibility from the e-learning website.
- On-site customer training.
- Follow up with programmers to solve problems.
- Report problems to management.
- Customer registration.

09.2019 - 12.2019

Al Tawfiq Consulting and Real Estate Company Ltd.

Data entry & Technical Support

- Dump data into a specific forms.
- Check devices problems.
- Assure the wellbeing of company's hardware.
- Check that the security cameras are working properly.
- Writing monthly and weekly reports.

05.2019 - 07.2019

HR TOP Institute of Human Resource Management

Marketing

- Social Media Marketing.
- Communication with clients.
- Coordination of the course schedule.
- Registration of clients in courses.

03.2017 - 04.2017

Sudanese French Bank

Training

- Training in all departments of the bank.
- Knowledge of dealing with clients.

01.2016 - 10.2018

Kordafan multi activites co.ltb

Technical Support

- Ensure that each device is working properly.
- Assure the wellbeing of company's hardware.
- Review reports.

COURSES

- *Statistical Package For Social Sciences (SPSS) New Horizon Training Center - 2017*
- *E-Marketing New Horizon Training Center - 2018*
- *Speaking english language skill 1 New Horizon Training Center - 2019*
- *Statistical Package For Social Sciences advance (SPSS) New Horizon Training Center - 2019*
- *Personal home page language (Php) New Horizon Training Center - 2019*
- *Digital Marketing - self education Edraak - 2020*
- *Introduction to cloud computing - self education Udemey - 2020*
- *Acroins Cyber Protection - Self education Acronis Partner Portal 2021*

SKILLS

- *Excellent Helpdesk skills.*
- *Excellent Database controlling skills.*
- *Mastery of Microsoft office programs.*
- *Top practice in computer programs and desktop programs.*
- *Professional skills in following up systems and fix errors that occurs.*

PERSONALITY

- *Excellent communication written and oral skills.*
- *Conceptual and analytical skills.*
- *Effective interpersonal skills.*
- *Top teamwork and leading skills.*
- *Very active and outgoing personality.*
- *Person who keep attention to details.*
- *Analytical and strong problem solving skills.*

SOFTWARE SKILLS

<i>Microsoft Office</i>	● ● ● ● ● ●
<i>SPSS Analysis</i>	● ● ● ● ● ●
<i>VMs Machines</i>	● ● ● ● ● ●
<i>Acroins Cyber Security</i>	● ● ● ● ● ●

LANGUAGES

<i>Arabic</i>	● ● ● ● ● ●
<i>English</i>	● ● ● ● ● ●
<i>Turkish</i>	● ● ● ● ● ●