



# Mohamed Alsadig Ibrahim Mahdi

## Technical Support (Help Desk ) Engineer

**Education :** Bachelor's degree, Information Technology  
Diploma , Control system engineering

**Experience :** 7 Years

**Training hours :** 689 hour

## CONTACT

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**Location:** Khartoum, Sudan

**Mobile Phone:** +249922854744 \_ +249123250911

**Country:** Khartoum, Sudan

**Email Address:** [motawtaw@gmail.com](mailto:motawtaw@gmail.com)

## PERSONAL INFORMATION

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**Date of Birth :** 18 February 1991 (Age: 30 )

**Gender :** Male

**Nationality :** Sudan

**Name in Arabic :** محمد الصادق إبراهيم مهدي

**Marital Status :** Married

**Driving License Issued From :** Sudan (public License )

## TARGET JOB

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**Target Job Title :** Information Technology Engineer, IT Technical Support and Data Analysis

**Career Objective :** tasked with monitoring and maintaining an organizations computer systems and networks and diagnosing any hardware or software , data analysis and seo mining .

**Target Job Title:** safety and security supervisor

**Career Objective :** monitors his staff by patrolling with them , and surveillance equipment used on premises, make each day list of potential problems his officers should be on the lookout for , use all safety measures at work .

## EDUCATION

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### Bachelor's degree, Information Technology

**University :** Sudan open University

**Date of Award :** August 2016

**Average Grade :** 3.04 out of 4 ( Very Good )

### Diploma , Control system engineering

**University :** University of Gezira

**Date of Award :** Mar 2012

**Average Grade :** 2.94 out of 4 ( Good )

## EXPERIENCE

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### **Control System Technician ( 1 month )**

**Location:** wad mandni, Gazera state, Sudan

**Company Industry:** Rafa Mineral Water and Juices Factory

**Job Role:** Technical

**period :** 5 May 2011 to 8 June 2011

**Employment Type :** intern

### **Control System Technician ( 13 month )**

**Location:** wad mandni, Gazera state, Sudan

**Company Industry:** AMININ FOR SECURITY AND SAFETY SYSTEMS CO.LTD

**Job Role:** Safety and security systems technician

**period :** 3 April 2012 to 17 May 2013

**Employment Type :** contractor

### **Safety and Security Supervisor ( 12 month )**

**Location:** wad mandni, Gazera state, Sudan

**Company Industry:** Sudanese Electricity Distribution CO. LTD

**Job Role:** Safety and security Supervisor

**period :** 1 June 2013 to 31 May 2014

**Employment Type :** contractor

### **Safety and Security Supervisor ( 10 month )**

**Location:** wad mandni, Gazera state, Sudan

**Company Industry:** Sudanese Electricity Distribution CO. LTD

**Job Role:** Safety and security Supervisor

**period :** 1 August 2014 to 31 May 2015

**Employment Type :** contractor

### **Information Technology Contractor ( 24 month )**

**Location:** wad mandni, Gazera state, Sudan

**Company Industry:** Sudanese Electricity Distribution CO. LTD

**Job Role:** Help Desk Engineer

**period :** 1 June 2015 to 31 December 2017

**Employment Type :** contractor

### **Technical Support ( Help Desk ) Engineer ( 24 month 5 days )**

**Location:** Khartoum , Sudan

**Company Industry:** Sudanese Hydro Generation and Renewable Energy CO. LTD

**Job Role:** Technical Support and Help Desk Engineer

**period :** 1 September 2018 to 6 September 2020

**Employment Type :** Full Time employee

## TRAINING AND CERTIFICATIONS

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### **Help Desk ( Technical Support) (Training) (126 hours)**

Training Institute : KYM

Date Attended : August 2020

### **Python programming language 3 (Training) (30 hours)**

Training Institute : Network pulse

Date Attended : January 2020

### **Linux and Network (Training) (21 hours)**

Training Institute : Newton Training Center

Date Attended : January 2020

### **CCTV and System Control (Training) (10 hours)**

Training Institute : Winy Training Center

Date Attended : January 2020

### **CCTV (Training) (21 hours)**

Training Institute : Sotshi Training Center

Date Attended : December 2019

### **Building Secure (Training) (30 hours)**

Training Institute : Training & Integrated Development Center ( Um Haraz)

Date Attended : November 2018

### **Auto \_Cad program (Training) (18 hours)**

Training Institute : Libranza Institutes For Computer Sciences and Language

Date Attended : March 2018

### **strategic planning (Training) (60 hours)**

Training Institute : Alserag Almoner Training & H. D CENTER

Date Attended : August 2017

### **Statistical Analysis (Training) (15 hours)**

Training Institute : Althuraya Training & Human Development Center

Date Attended : May 2017

### **OSHA \_ Occupational Safety & Health Administration (Training) (70 hours)**

Training Institute : Sun Rise Training Center

Date Attended : September 2016

### **Sales & Marketing Management (Training) (20 hours)**

Training Institute : Althuraya Training & Human Development Center

Date Attended : May 2016

### **MBTI \_ Myers Briggs Types Indicator (Training) (15 hours)**

Training Institute : Althuraya Training & Human Development Center

Date Attended : May 2016

### **Safety in Electricity Network Distribution (Training) (120 hours)**

Training Institute : Sudanese Electricity Distribution C.O Ltd

Date Attended : December 2013

### **Computer Networks (Training) (45 hours)**

Training Institute : Electronics & Computer Sciences Center

Date Attended : March 2012

**IT for Business Success (Training) ( 5 hours )**

Training Institute : HP Foundation

Date Attended : March 2021

**Search Engine Optimization (SEO) (Training) ( 5 hours )**

Training Institute : Google in cooperation with Edrak educational platform

Date Attended : March 2021

**Search Engine Optimization Foundations (SEO) (Training) ( 2 hours)**

Training Institute : Linked In Learning

Date Attended : March 2021

**Microsoft Office 365 (Training) ( 10 hours )**

Training Institute : Microsoft in cooperation with Edrak educational platform

Date Attended : March 2021

**3D Printing (Training) ( 3 hours )**

Training Institute : HP Foundation

Date Attended : March 2021

**Energy Efficiency ( Do more foe less ) (Training) ( 5 hours )**

Training Institute : HP Foundation

Date Attended : March 2021

**Power BI Essential (Training) ( 3 hours )**

Training Institute : Linked In Learning

Date Attended : March 2021

**Data Analytics (Training) ( 5 hours )**

Training Institute : Linked In Learning

Date Attended : March 2021

**Managing Contact Information (Training) ( 5 hours )**

Training Institute : HP Foundation

Date Attended : April 2021

**NEBOSH \_ International General Certificate in Occupational Health and Safety (Training) ( 45 hours )**

Training Institute : Sun Rise Training Center

Date Attended : April 2021

## PRACTICAL EXPERIENCE IN IMPLEMENTING PROJECTS

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### **Al Dinder Distribution Station**

**Location:** Sennar state , Sudan

**Company Industry:** Sudanese Electricity Distribution CO. LTD

**Project :** Installation of self extinguishing and fire fighting system

**Project Executor :** Security and Safety Section \_ Civil Defense Unit

### **Al Malakia Distribution Station**

**Location:** Gizera state , Sudan

**Company Industry:** Sudanese Electricity Distribution CO. LTD

**Project :** Installation of self extinguishing and fire fighting system

**Project Executor :** Security and Safety Section \_ Civil Defense Unit

### **Abwqutuh Distribution Station**

**Location:** Gizera state , Sudan

**Company Industry:** Sudanese Electricity Distribution CO. LTD

**Project :** Installation of self extinguishing and fire fighting system

**Project Executor :** Security and Safety Section \_ Civil Defense Unit

### **Madni East Distribution Station**

**Location:** Gizera state , Sudan

**Company Industry:** Sudanese Electricity Distribution CO. LTD

**Project :** Installation of self extinguishing and fire fighting system

**Project Executor :** Security and Safety Section \_ Civil Defense Unit

### **Madni West Distribution Station**

**Location:** Gizera state , Sudan

**Company Industry:** Sudanese Electricity Distribution CO. LTD

**Project :** Installation of self extinguishing and fire fighting system

**Project Executor :** Security and Safety Section \_ Civil Defense Unit

### **Renewable Energy Administration Building**

**Location:** Khartoum state, Sudan

**Company Industry:** Sudanese Hydro Generation and Renewable Energy CO. LTD

**Project :** Installing an internet network and connecting it to headquarters with fiber optical and installing VoIP phone

**Project Executor :** AZ Technology Company **Under Supervision** Information Technology Section

### **El Fasher Solar Power Station**

**Location:** North Darfur state, Sudan

**Company Industry:** Sudanese Hydro Generation and Renewable Energy CO. LTD

**Project :** Installing an internet network and connecting it to headquarters with transmitter antenna installed in sudani company transmission tower .

**Project Executor :** Vision Valley Company **Under Supervision** Information Technology Section

### **El Rusayris Dam Station**

**Location:** Blue Nile state, Sudan

**Company Industry:** Sudanese Hydro Generation and Renewable Energy CO. LTD

**Project :** complete network examination and a study of transmission line change path and fiber optical welding .

**Project Executor :** Information Technology Section \_ Network and Communication Unit

## SKILLS

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### **Vm ware user**

Level: (Intermediate)

### **Any Desk**

Level: (Expert)

### **CCNA**

Level: (Intermediate)

### **Network Monitoring and Data Analyses**

Level: (Intermediate)

### **RAID Technology**

Level: (Intermediate)

### **Fiber Optical Communication**

Level: (Intermediate)

### **computer hardware and software troubleshooting**

Level: (Expert)

### **Developing security plans to protect buildings from internal and external dangers**

Level: (Expert)

### **Work under pressure and team work group**

Level: (Expert)

### **Safety Procedures ( OSHA +NEBOSH )**

Level: (Expert)

### **Search Engine Optimization (SEO)**

Level: (Intermediate)

### **Data Analysis**

Level: (Intermediate)

## LANGUAGES

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### **English**

Level: (Intermediate) | Experience: More than 5 years

### **Arabic**

Level: (Expert) | Experience : Mother tong