



Name: Wael Babeker  
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**Profile :**

IT Engineer with 6 years of experience in IT, I have good skills in Software, Networks, Maintenance, Customer Service, can work independently or as part of a team.

**Working Experience:**

**AHBA AIR Handling (Khartoum, Sudan)**

**2019 – 2023: IT Support.**

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support across the company (Via Phone and Onsite).
- Provide support for users with MS. Office.
- Repairing and replacing IT equipment as necessary.
- Troubleshoot technical issues to resolution and/or escalate to supplier or partner for the Aviation Reservation system.

**HAWX Technology (Jeddah, KSA)**

**2016 – 2019: IT Officer.**

- Installing and configuring computer systems

- Maintain the computer systems and networks.
- Diagnosing hardware and software faults and solving technical and applications problems, either over the phone or in person.
- Direct user assistance.
- Setting Accounts for new Users.
- Responding in a timely manner to service issues and requests.

### **AZ Technology (Khartoum, Sudan)**

**2012 – 2013: Network & Maintenance Engineer.** (Temporary)

- Assisting in Installing and configuring networks for most government Ministries.
- Maintain computers and other peripherals for UN and Nile Petroleum Company.

### **Spark Software Solutions (Khartoum, Sudan)**

**2010 – 2011: Programmer, Designer & Web Developer.**

- Designing Websites, programming & Web Page Developing.
- Assisting in Designing & programming Windows Applications Using C#, ASP.net, Java, Oracle, .NET Framework, SQL server 2008.

### **Education Details :**

**BACHOLER IN COMPUTER SCIENCES** (+ 4years degree): Date: 2006-2010

- School: University of Sciences & Technology (UST) at Omdurman (Republic of Sudan).

### **OTHER COURSES TRAINING & CERTIFICATES:**

- 2016: communication course, from **English Cultural Centre.**

### **Skills & Interests:**

- Good knowledge in Programming languages, designing websites.
- Well knowledge in configure, troubleshooting Networks and windows systems.
- Good knowledge about MS Office package.

### **Personal Details:**

Nationality: Sudanese

Marital Status: Single.

Email: wmus8687@gmail.com

Languages: Arabic (Mother Tongue). English: Very Good.

Visa Status : Visit Visa

Religion: Muslim

Address: Abdudhabi- UAE.