KAMAL ABASS AHMED

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IT Support Engineer

IT Support Engineer with excellent diagnostics and repair abilities, strong attention to detail and methodical approach. I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients. I am eager to be challenged in order to grow and further improve my IT skills. My greatest passion in life is using my technical knowhow to benefit other people and organizations.

SKILLS

- TCP/IP and routing protocols
- MATLAB, Opnet & NS-2
- Windows Server 2012/2016 ,XP,10
- Customer Services
- Linux Administration (RedHat)
- Oracle Data Base (DBA)

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- Cisco
- NetAsq, Storm shield, FortiGate, Fortinet
- Resolving Problem
- A+ /N+ , IP CCTV
- Microsoft Exchange Server
- ITIL
- Cloud

EXPERIENCE

Senior IT Support Engineer

General Command Sudanese Armed Forces General Staff Headquarter G.A. Of Medical Services Aliaa Specialist Hospital .Khartoum, Sudan

OCT 2019-Mar2023

Present

- Escalating IT issues for timely resolution.
- Managing client IT requests to resolution.
- Monitoring the progress of cases up to fixed resolved status and all aspects of Inbox Management.
- Providing input to update Service Desk Knowledge Base – ensuring that you refer to this for any recent updates.
- Providing on-field Level 1 support for IT incident management, IT service request fulfilment.

DATA ENTRY (RECEPTIONIST PSO)

General Command Sudanese Armed Forces General Staff Headquarter G.A. Of Medical
Services Aliaa Specialist Hospital .Khartoum, Sudan

Sep 2019 – Mar2023

- A Patient Safety Organization (PSO) works with healthcare providers to help them improve patient safety and healthcare quality and
- encourage a culture of safety. PSOs analyze data voluntarily reported by providers and provide feedback aimed at promoting learning
- and minimizing patient risk.

EDUCATION

- Bachelor in Bachelor of Computer Applications   **Oct 2018**
  Osmania Univercity of ,Hyderabad, India
- Diploma Information Technology   **Apr 2013 – Oct 2016**
  University of Science and Technology, Sudan

PROFESSIONAL CERTIFICATES

- Cisco Certified Network Associate (CCNA)(200125) 23   **JAN 2018**
- Cisco Certified Network Professional-Routing(300-101) 28   **MAY 2018**
- Cisco Certified Network Professional-Switching (300-115) 29   **MAY 2018**
- MCSA (Microsoft Certified Solutions Associate)   **FEB 2018**

License

- **Qatar Driving license. - Nov 2024**

REFERENCES

- Lt. Colonel Dr. Mohamned Abdelrazig Mukhtar Mohammed
- Vice. Commander of Aliaa Specialist Hospital
  Tel: +249187552640
  E- mail: **info@aliaahospital.com**
- Lt. General Dr. Abdallah Mohammed E. Elatta M.B.B.S / (U. of. K) FRCS1 (Dublin) / FRCS (London) Director of G.A of medical services.
  Tel: +249912970180
  E-mail: Yasserahmed.asd@gmail.com
- Mohamed Omer
  IT Manager -Aliaa Specialist Hospital
  Tel : +24990233204
  E-mail: M.Omer123@aliaahospital.com

LANGUAGES

- Arabic
- English