

Khalid Waleed Hassan

IT Support Engineer

✉ **Email:** wad.almbruk@gmail.com | ☎ **Phone:** +974 5042 9279

🌐 **LinkedIn:** www.linkedin.com/in/khalid-a-84791a29a

Professional Summary

Results-driven **IT Support Engineer** with over 4 years of proven expertise in technical support, network management, and security systems. Skilled in diagnosing and resolving complex technical issues, enhancing system reliability, and delivering exceptional user support. Adept at implementing innovative IT solutions, managing infrastructure, and ensuring optimal performance. Currently seeking a challenging role to leverage my technical and problem-solving abilities to contribute to organizational success.

Professional Experience

IT Support Engineer (Part-Time)

Al Zubarah Information Technology – Doha

Dec 2023 – Present

- Enhanced system integration and streamlined operations by upgrading IT infrastructure.
- Resolved hardware and software issues, ensuring minimal downtime and user satisfaction.
- Proactively monitored system performance, optimizing stability and efficiency.
- Installed and configured IT systems, improving team productivity.

IT Engineer (Part-Time)

Million Mile Co. Ltd – Sudan

Jan 2018 – Sep 2019

- Designed and implemented advanced surveillance systems integrated with corporate networks.
- Maintained robust network infrastructure aligned with industry standards.
- Provided technical support across departments, ensuring system reliability.
- Documented system designs and upgrades for scalability and troubleshooting.

IT Network Engineer

New Level Company – Sudan

Sep 2016 – Sep 2019

- Engineered and deployed customized network solutions to meet client requirements.
- Installed and managed public address systems and conference setups.
- Conducted fiber optic splicing, termination, and testing for optimal connectivity.

- Maintained and resolved issues in surveillance and multimedia systems.

IT Helper

Update Technology – Sudan

Feb 2015 – Jan 2017

- Installed and maintained network peripherals, ensuring consistent operations.
 - Configured Windows workstations and provided Microsoft Office support.
 - Performed routine maintenance, reducing system issues by 25%.
 - Supported end-users in connecting to and utilizing LAN networks efficiently.
-

Education

Diploma in Computer Science

The National Ribat University – Sudan

Nov 2014

Certifications

- **CCNA (Cisco Certified Network Associate)**
 - **Google Professional IT Support Certificate**
 - **LPIC-1: Linux Administrator**
 - **ITIL Foundation Certificate**
 - **Introduction to Networking**
 - **Computer Essentials**
 - **Digital Literacy**
-

Technical Skills

- **Networking:** LAN/WAN setup, diagnostics, and troubleshooting.
 - **Hardware & Software:** Installation, configuration, and optimization.
 - **Security Systems:** Surveillance camera integration and monitoring.
 - **System Administration:** Proficient in Windows OS, updates, and security protocols.
 - **Tools:** Fiber optic splicing, network diagnostic utilities.
-

Key Achievements

- Reduced system downtime by 40% through proactive monitoring and maintenance.
 - Spearheaded the implementation of a comprehensive surveillance system, increasing security efficiency by 30%.
 - Improved network performance by optimizing configurations, achieving a 25% reduction in latency.
 - **Holds a valid Qatari driving license**, enabling on-site technical support and mobility flexibility
-

Soft Skills

- Exceptional problem-solving and analytical capabilities.
- Effective communication skills in English and Arabic.
- Highly adaptable, excelling under pressure and tight deadlines.
- Collaborative team player with a proactive mindset.