

Abubakr Sayed

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Network Engineer

Forward-thinking Network Engineer specializes in adapting business networks to emerging work realities. Provides secure connectivity for dispersed and cloud-based workforces through careful implementation of VPNs and user management tools. Builds large-scale, flexible networks designed to adapt to changing global business realities. Proficient IT Engineer offering more than 19 years of experience in helpdesk operations, network maintenance and mobile device support. Applies technical expertise and diagnostic abilities toward solving problems and maintaining usability and performance. Versed in large data storage networks, voice/data innovations and VPNs. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

WORK EXPERIENCE

URDCA • Sudan • 01/2021 - 01/2023

IT Support Engineer

- Monitored office workflow and administrative processes to keep operations running smoothly.
- Installed, configured, tested, and maintained operating systems, application software, and system management tools.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Translated complex technical issues into digestible language for non-technical users.
- Assisted with updating technical support best practices for use by the team.
- Documented support interactions for future reference.
- Monitored systems in operation and quickly troubleshoot errors.
- Researched product and issue resolution tactics to address customer concerns.
- Installed, configured, and maintained computer systems and network connections.
- Configured hardware and granted system permissions to new employees.
- Explained security measures in simple terminology to help users understand malware and phishing threats.
- Responded promptly to incoming sales leads and requests for technical support.
- Worked closely with organizational leadership and board of directors to guide operational strategy.
- Managed daily operations while overseeing multiple locations to foster increased productivity.
- Installed and configured operating systems and applications.
- Assisted in the development of system security protocols.
- Patched software and installed new versions to eliminate security problems and protect data.
- Configured and tested new software and hardware.
- Monitored system performance to identify potential issues.
- Researched and identified solutions to technical problems.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Removed malware, ransomware, and other threats from laptops and desktop systems.

- Responded to customer inquiries and provided technical assistance over the phone and in person.
- Configured hardware, devices, and software to set up workstations for employees.
- Diagnosed and troubleshoot hardware, software, and network issues.
- Tested new software and hardware prior to deployment.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Helped streamline repair processes and update procedures for support action consistency.
- Generated reports to track performance and analyze trends.
- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Offered assistance in implementing and developing training programs.
- Created user accounts and assigned permissions.
- Developed and implemented preventive maintenance procedures.

MCSE/MCSA Seduced • Sudan • 01/2020 - 01/2022

IT Instructor

- Established network specifications and analyzed workflow, access, information, and security requirements.
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Implemented corrective plans of action for network availability and latency.
- Completed reports detailing network and systems performance and downtime issues.
- Adopted cost-effective, useful solutions to implement into current systems.
- Worked with users to determine areas of technology in need of improved usability.
- Oversaw file system and storage upgrades while safeguarding data integrity and redundancy.
- Managed onboarding and offboarding of employees.
- Monitored temperature and power draw to immediately detect faults and failures.
- Provisioned new software and hardware for use, following established security policies.
- Introduced management tools to create and manage a virtual server computing environment.
- Diagnosed and executed resolution for network and server issues.
- Installed and configured network pointers and other peripheral devices.

Look Advertise Agency • Egypt • 01/2015 - 01/2020

System Administrator

- Established network specifications and analyzed workflow, access, information, and security requirements.
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Implemented corrective plans of action for network availability and latency.
- Completed reports detailing network and systems performance and downtime issues.
- Adopted cost-effective, useful solutions to implement into current systems.
- Worked with users to determine areas of technology in need of improved usability.
- Oversaw file system and storage upgrades while safeguarding data integrity and redundancy.
- Managed onboarding and offboarding of employees.
- Monitored temperature and power draw to immediately detect faults and failures.
- Provisioned new software and hardware for use, following established security policies.
- Introduced management tools to create and manage a virtual server computing environment.

- Diagnosed and executed resolution for network and server issues.
- Installed and configured network pointers and other peripheral devices.
- Performed network security design and integration duties.
- Analyzed network traffic and performance metrics to optimize system performance.
- Monitored networks and network devices to resolve technical problems quickly.
- Analyzed complex project server issues and worked on large enterprise and business-critical applications.
- Implemented and maintained virtual private networks.
- Diagnosed and resolved hardware and software issues.
- Identified and resolved network congestion issues and bottlenecks.
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Designed and evaluated WAN and LAN connectivity technologies.
- Maintained a flexible schedule and responded to after-hours and weekend emergencies.
- Researched and recommended new technologies and strategies for improving system performance.
- Maximized system availability through development and testing of contingency plans.
- Developed and documented network policies, procedures, and standards.
- Implemented, developed, and tested installation and update of file servers, print servers, and application servers.
- Planned and implemented upgrades to system hardware and software.
- Evaluated software products to determine compatibility with existing systems.

APTECH • Sudan • 01/2014 - 01/2015

IT Instructor

- Worked with users to determine areas of technology in need of improved usability.
- Oversaw file system and storage upgrades while safeguarding data integrity and redundancy.
- Managed onboarding and offboarding of employees.
- Monitored temperature and power draw to immediately detect faults and failures.
- Provisioned new software and hardware for use, following established security policies.
- Introduced management tools to create and manage a virtual server computing environment.
- Diagnosed and executed resolution for network and server issues.
- Installed and configured network pointers and other peripheral devices.
- Established network specifications and analyzed workflow, access, information, and security requirements.
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Implemented corrective plans of action for network availability and latency.
- Completed reports detailing network and systems performance and downtime issues.
- Adopted cost-effective, useful solutions to implement into current systems.

Self Employed • Sudan • 01/2005 - 01/2008

Computer Service and Repair Technician

- Meticulous Computer Repair Technician with 3 years of experience in computer repair and troubleshooting. Consistently works on up to 6 computers at one time without losing efficiency.
- Accurate worker with quick problem-solving skills and commitment to thorough services.
- Supportive Computer Repair Technician with 5 years of experience. Extensive understanding of software installations and excellent customer service. Committed to cost-effective repairs and honest, transparent work.

- Versatile IT Technician ready to fix faulty hardware, install new assets, and support continuous business operations. Adapts to rapidly changing work situations and employee realities. Consistently beneficial to all technical operations and technological procedures.
- Thorough Service Technician with a commitment to superior service. Driven to consistently contribute value through impeccable work ethic and an unending quest to achieve new service skills. Experience managing a high volume of service calls while maintaining quality and efficiency.
- Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.
- To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills.
- Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Ramattan News Agency • Sudan • 01/2003 - 01/2005

IT Support

- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Communicated with clients to verify roots and causes of computer problems.
- Implemented technical solutions to solve customer issues and increase satisfaction.
- Researched and identified solutions to technical problems.
- Diagnosed and troubleshot hardware, software, and network issues.
- Patched software and installed new versions to eliminate security problems and protect data.
- Installed and configured operating systems and applications.
- Offered assistance in implementing and developing training programs.
- Responded to customer inquiries and provided technical assistance over the phone and in person.
- Configured hardware, devices, and software to set up workstations for employees.
- Installed, configured, and maintained computer systems and network connections.
- Helped streamline repair processes and update procedures for support action consistency.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Configured and tested new software and hardware.
- Monitored system performance to identify potential issues.
- Created user accounts and assigned permissions.

EDUCATION

B.Sc. in Computer Eng.

University of Science and Technology • Sudan

CERTIFICATIONS

Project Preparation, Analysis, Monitoring, and Evaluation • 03/2020 - Present

Mamoun Behairy Center for Economic and Social Studies and Research in Africa

Cerco's Technicians Course • 01/2011 - Present

Cerco IT Staffing Solutions

Red Hat Linux Enterprise • 01/2010 - Present

Master Linux

ESET Endpoint Security • 10/2022 - 10/2022

Franco Pinto Training Center

MPA in Practice • 03/2021 - 04/2021

NMB Training Center

MCP • 01/2009 - 01/2010

Jockos Training and Recruitment

70-290 • 01/2009 - 01/2010

Jockos Training and Recruitment

MCSA • 01/2009 - 01/2010

Jockos Training and Recruitment

MCSE • 01/2009 - 01/2010

Jockos Training and Recruitment

SKILLS

Arabic, Cisco Router and Switch Security, Creative thinking, Desktop Troubleshooting, End Point Configurations, English, Excellent communication, File System Administration, Hardware and Software Installation, Help Desk Software, Keeping dead time of tasks clear, Motivated, Program Installations, Server Maintenance, Software Installation, System Updates, System Upgrades, Team player, Technical Education, Technical Solution Development, Technical Support, Working Under pressure