



Afra Kamal Abdalla Mustfa

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Curriculum Vitae

Objective:

A dynamic **Sr Network Operation Center Specialist**. Holding a **BSc. in Telecom,, CCNA, VMware vSphere, ITIL and PMP Trainings**. With 4 years of hands on extensive experience with IT Infrastructure technologies and operation across government Sector. I'm always looking for new ventures where I can apply my expertise, learn and evolve.

QUALIFICATIONS

- Good oral and written communication skills, and ability to address conflict with others constructively.
- Ability to handle a work under stress.
- Communication and team building skills with ability to work independently or in a team
- Performed and conducted Service Desk functions associated with internal users and customer based needs.
- Very well acquainted with various with network tools/technologies
- Excellent in drafting Troubleshooting and day to day procedures
- Sound understand Ticketing system.
- Good knowledge ITIL processes (incident, Problem, Service asset and configuration management Process)
- Proficient on working in IP addresses, firewalls, wireline and wireless networks.
- Ability to handle and understanding the frequently updated policies and procedures
- Leadership and problem Solving Skills
- Exceptional ability to analyze and resolve the issues of the customers.
- Knowledge of project management methodologies and techniques.
- Ability to work a flexible schedule.
- Excellent time management and organizational skills, and ability to handle multiple concurrent tasks and projects with minimal supervision.

Skills and Technologies.

- Experience managing, supporting and deploying network infrastructures.
- Strong ability to diagnose server or network alerts, events or issues.
 - Virtualization (VMware)
 - Domain Name Server- DNS (Infoblox)
 - Reporting and Compliance IPS, Firewall (CISCO ASA, Firepower and Palo Alto), Tipping Point , learning of new technologies
- Experience with Disaster Recovery plans and related technologies.
- Server hardware experience with Cisco UCS, HP systems.
- Experience working in a large Network infrastructure.

TECHNICAL CERTIFICATIONS

- Accredited Configuration Engineer (ACE) Exam - PAN-OS 7.0 Version
- Accredited Configuration Engineer (ACE) Exam - PAN-OS 8.1 Version
- 98-366 MTA Networking

TECHNICAL TRAININGS

- CCNA (Cisco Certified Network Associate) routing & switching- Network Plus training center
- ITILv3 Foundation certification in IT Service Management
- PMP 6th Edition (African Training Center)
- Customer Service excellence.
- F5

EMPLOYMENT DETAILS:

Smart Technology Services - DWC

Designation: Senior NOC/ Service Desk Engineer (Acting Team Lead)



Duration: 09th September 2015, to Present

Responsible:

- Carrying out 24x7 successful daily Government Departments operations to ensure Service availability and performance.
- Monitored network & System resources 24/7 via centralized apps to pre-empt or respond to outages
- Performed user support functions and supplemented project work during appointed shifts.
- Performed routine checks and Level 1 triage, escalation of any critical alerts.
- Attending promptly to Entity's call and E-mail and offering like fast effective professional service based on the entity's requirement such as requests for (Service or Change), Incidents and problem that may encounter within max 30 min SLA response time and trying to solve those issues based on priority and in case if that not happened as expected, immediately this ticket should be assigned to the concern team with priority using ITSM tool.
- Following up with the open tickets till closure after the confirmation from the end user and department that value is delivered either Service request fulfilled, Change implemented and tested or incidents closed at the time to avoid SLA Breaches that may affect the business.
- Responsible for Monitoring all the Services alerts through email in which already configured with the APP Manager for all the services, Instances, Disk utilization and hardware failures.
- Understanding all related eGovernment Services in terms of consumers and provider and the business requirements for both parties whom will consume the services by handling all the requirements for access approval between the entities.
- Handling Active Directory Objects for users Administration such as creating, Modify, reset passwords and granting access permissions through (Group policies).
- Preparing Analysis reports as per the management requirements.

- Managing all planned schedules for maintenance that may come with downtime and ensure those planes won't affect the business
- Assisted with creation of policies and procedure.
- Identify areas for process improvements.
- Manage and supervise IT professionals (employees) working in the IT Operations area. Leadership experience.
- Manage service provider relationships delivering data communication and other infrastructural services to the Association. Prepare RFIs, RFPs, review bid proposals, scope of work, and other documentation for projects and associated efforts.
- Manage the development and maintenance of documentation including departmental policies, procedures, disaster recovery plans, and technical reports as it relates to IT Operations.
- Drive continuous improvement for ITSM (IT Service Management).
- Provided hands-on leadership in the configuration and maintenance of network hardware, DNS, DHCP, switching, routing and other essential network services such as administration of Cisco switches, routers, VPN and ASA/ / devices (firewall rules, site-to-site VPNs, software updates, etc.) .
- Ensured high availability and redundancy of data connectivity; implement disaster recovery and business continuity measures to support the Business Continuity Plan.
- Shared knowledge and maintains technical and administrative information updated following internal documentation and reporting procedures.
- Helped diagnose and fix issues raised by Government Entities
- Supported and mentor IT colleagues with troubleshooting of end user issues & Government Entities
- Performed other tasks as requested by the management.
- Recommend, specify and managed the implementation of network equipment and applications for IT grants
- Maintained user access management Active Directory & RSA securID

ACADEMIC CREDENTIALS

- BSc. (honors) degree in "Telecommunication Engineering" (2013) from El Mashreq College for Science and Technology - Khartoum, Sudan.

PERSONAL PARTICULARS

Date of Birth	February 11, 1989
Nationality	Sudanese, Single