

# AZIZA GAIS ABADI AHMED

## +12 Years' Experience

Almost 8 year's Extensive knowledge of computers software, hardware, Network and techniques to troubleshoot. Strong professional communication skills. Critical thinking and problem-solving abilities. Analysis, evaluation, and bug resolution. In addition, 3 years' experiences in administration, managing office supplies and maintaining liaison with other departments to ensure smooth office operations. Am looking forward to a challenging job in reputable company to utilize my IT and Management skills.



### Education

Khartoum, Sudan

**2005-2007 Master Degree in Business Administration (MBA)**  
Sudan Academy of Science (SAS)

**2000-2004 BSc Degree in Computer and Information Technology**  
Sudan University of science and technology (SUST)

### Experience

**2015 - November 2018**

**International Computer ICDL Instructor & Tester**

**Sudatel Telecommunication Academy (SUDACAD)**  
**Sudan Academy of Banking and Financial Sciences (SABFS)**

#### ICDL Tester & Support for (SABFS) Center

- Maintain and support systems, Workstations, Firewalls, LAN and Peripherals;
- Install Specto software
- Download Exam per Account
- Respond to Students service requests and resolve trouble in exam session

#### ICDL Instructor

- Coaching students on ICDL Modules (Window 7& 8 operating system , file management ,MS office , Internet & online collaboration ) plus Advance Excel)
- Maintaining and preparing all related files and training material.
- Ability to motivate students to get fully competent in the use of a computer , common applications and Computer skills
- Strong communication skills and time management.

### Personal INFO

#### Address:

Khartoum North – Sudan

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#### LinkedIn

<https://www.linkedin.com/in/azizagais/>

#### Language

English : Fluent  
Arabic : Mother tongue

**Date of Birth:** July 23, 1982

**Status :** Single

**Religion :** Muslim

**2005-2015**

**Sudan Academy of Science (SAS)**

**IT Center**

**2012-2015 Position: Web Assistant**

- participate with a web developers team to establish and develop the site
- Administer appropriate data transfer and coding to enhance website using a content management system
- update databases and include appropriate information , insure site data is up-to-date
- Assist to format and upload various media files on website.
- Training new staff in using website editor Site: [www.sas.edu.sd](http://www.sas.edu.sd)

**2008 - 2012**

**Position: IT Technical Support**

- Installing and up grading hardware and software and providing complete assistance while configuring hardware, software, and peripherals of the end user systems
- Resolving network related issues like local area connection problem, network access, mails, internet, etc.
- Providing one on one assistance to the end user regarding the technical flaw, either by phone, mails, or in person
- troubleshoot system and network problems, diagnosing and solving hardware or software faults
- set up new users' accounts and profiles and deal with password issues
- priorities and manage many open cases at one time
- rapidly establish a good working relationship with customers and other professionals, such as software developers
- test and evaluate new technology

**2005- 2008 Position : Assistant Manager of Scientific Affairs**

Oversee and manage the operations related to the Office of Academic Affairs including :

- Responsible of all students records , registration processes and report
- Filing and organization of documents (both electronic and / or hardcopies)
- Control over documentation modification, distribution, issuance (as per procedure).
- Oversee final exam scheduling
- preparing students certificates
- Maintain calendars and schedules and coordinate Secretary Affairs Meetings
- Performs other duties as needed or assigned.

**SKILLS**

**Technical Skills**

- Operating System(Window 7,8.1 & 10)
- Microsoft Office Applications (Word, Excel, PowerPoint, Access , outlook & online collaboration)
- Advance Excel
- Network
- SQL Database
- HTML
- Python
- ERP System

**Personal Skills:**

- Communication
- Teamwork
- Decision Maker
- Problem Solving
- Continuous Personal Development
- Ability to work under pressure

## Project

Project: **Computerization of the Sudan Academy of Sciences**

Role : Programs Administrator

Inclusive Dates: 2013 - 2015

Overview: Participate in Analysis ,Design and Implement programs such AS :

- Academic Affairs System Program.
- Personnel Program
- Maintenance program.

installing oracle 1o &11 g As database, 6i oracle developer for interfaces ,configuration, implementation, training the end user backup and problem solving

## Certification

- Data Analysis (Online Course) - 1 Million Arab coders
- ICDL **Serial NO:** UN41400052
- Odoo ERP Functional
- Oracle 11g Administration Release 1
- Red Hat Enterprise Linux
- PHP, Flash& Switch

## Workshop

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|--|------|
| • Fundamental of Computer Network                | 2018 |
| • ITIL   | 2016 |
| • ICDL Training & Exams                          | 2015 |
| • E-empowerment for Women Entrepreneurs          | 2014 |
| • Electronic Archiving Sudan Academy of Sciences | 2010 |
| • Video conference (View Stations FX/VSs4000)    | 2006 |

## Books Collection & Preparation

- Graduated directory (3 versions) for graduated students of Sudan Academy of Sciences.
- Abstract of Master and PhD degrees for Sudan Academy of Sciences Student's Book.
- Academic visions, goals and achievements book

## References

**1. Ahmed Eltigani Algazouli**  
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Sudan Academy of Banking and Financial Sciences

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