|  |  |
| --- | --- |
| **Nahid ElHussein Ahmed Mohamed**   |  | | --- | | 🏠 Canar Telecom Co. P.O. Box 8182 🕿 +249 912294978 / +249 925552546 🖳 n.elgalal@canar.com.sd |   A highly motivated and result-oriented professional with over 13 years of progressive experience in network engineering. Equipped with a wide-ranging and in-depth knowledge in all aspects of technical operations that is not limited to quality, network, and IT security principles and practices. Recognized as an individual with a strong analytical and critical thinking abilities, capable to perform effective and efficient service while demonstrating outstanding integrity and confidentiality.  **Core Skills And Competencies** |

|  |  |  |
| --- | --- | --- |
| * Key Decision Making | * Strategic Planning | * Problem Solving |
| * Self-motivated | * Sufficient theoretical knowledge | * Written and Oral Skills |
| * Fluent in English Language | * Organizational and Analytical | * Interpersonal and Communication |

|  |
| --- |
| **Professional experiences** |

**Canar Telecommunications Co. Ltd. February 2007 – Present**

*Team Leader/ Network Security & IS*

* Launching security awareness emails and sessions.
* Managing and minimizing security risks from outside threat-actors to protect the brand and infrastructure.
* Developing and implementing cyber security measures to secure digital information for the company.
* Ensuring the company’s continuity in its commercial activities in the event of significant information security incidents.
* Equipping the management with an appropriate level of awareness, knowledge and skills to allow them to reduce the occurrence and severity of Information Security Incidents.
* Safeguarding Canar’s business and clients or customers’ information within its custody and ensuring confidentiality to protect from theft, abuse, misuse and any form of damage.
* Managing DNS, Monitoring Systems, and Web caching systems.

**Customer Service Department**

*Complaints Officer*

* Assisted with reporting, customer feedback and complaints tasks.
* Responded and handled properly the complaints of customers whether technical or non-technical.
* Maintained a professional and courteous demeanor when dealing with various types of customers.
* Analyzed and negotiated with resolutions to the grievances filed by the customers and ensured their satisfaction with the services.

**Amico Medical Equipment and Laboratory Co. Ltd. January 2006 – February 2007**

*Information Technology Executive*

* Performed the design and maintenance of computer systems and implementing the latest technologies in order to attain company goals.
* Processed on-site applications and troubleshooting

**Alneelain University October 2004 – May 2005**

*Teaching Assistant*

* Assisted department faculty with teaching undergraduate courses by creatively preparing or reviewing lectures.
* Updated records of students and maintained confidentiality.

|  |
| --- |
| **ACADEMIC QUALIFICATIONS** |

**Alneelian University (1999 – 2003)**

Khartoum, Sudan

Bachelor of Electronic Engineering with honor degree

Specialized in Computer Engineering with 2nd Upper Division

Final Year Dissertation: “VOIP”

|  |
| --- |
| **CERTIFICATES** |

**Cisco Certified Network Associate CCNA (2008)**

ID CSCO 11371265

**Introduction to Network Operations: UNIX/Linux and DNS**

Sudan NOG and Internet Society

**Network Services and Monitoring course**

**Internet Society**

*General Responsibilities:*

* Audited access control, VoIP interconnection and VPN requests.
* LAN operation and maintenance (Access points, LAN Switches).
* Ensured security projects are aligned with and support business strategies.
* Performed Telecom Server Audit to benchmark the security posture of the network.
* Reviewed and analyzed vendors’ solutions to ensure they meet marketing requirements.
* Installed and configured firewalls Cisco, Configuration, including ACLs, NAT/PAT, IPSEC VPNs, etc.
* Installed and configured firewalls Juniper, Configuration, including ACLs, NAT/PAT, IPSEC VPNs, etc.
* Installed and configured firewalls FortiNet, Configuration, including ACLs, NAT/PAT, IPSEC VPNs, etc.
* Responsible for HQ LAN Network -- access points & LAN switches configuration and troubleshooting.
* Worked for several months -- section rotation -- with IP team which provided a good experience in switches configuration.
* Provided business and technical advice and recommendations on a wide variety of information security issues, concerns and problems.
* Responsible for new projects related to our department from scratch -- equipment’s acceptance, site preparations (physical cabling, Power and switches configurations, appliances installation) and the new appliances daily operations.
* Managed various technologies from different vendors including: Cisco (firewalls, switches, routers and VPN concentrators), Juniper (switches, routers and firewalls), Huawei (SBC and firewall) and Solar winds.
* Managing creating DNS authoritative and DNS caches projects.

|  |
| --- |
| **REFERENCES** |

Available upon request