RANDA IBRAHIM

CAREER OBJECTIVE

Certified Microsoft Solutions Associate, Cisco Network Associate, detail-oriented computer engineer, a personable and knowledgeable computer engineer with 9 years of experience assisting customers with various hardware and software-related issues. Seeking a position that will challenge my assumptions and increase my knowledge and growth in my career.

EXPERIENCE

Interface Co. Ltd (Khartoum, Sudan)
Technical Support Engineer
JAN 2020 TO MARCH 2022
- Responsible for coordinating and resolving the support team incident and ensuring user satisfaction.
- Diagnosed and resolved operating system, hardware, and software program problems to root causes.
- Install, maintain, manage, and administer the systems infrastructure, which consists of Local Area Network (LAN) and Windows servers.
- Planned, directed, and supervised the maintenance team.
- Provide support to the daily operations and systems.
- Responsible for the installation and upgrading of the hardware & software.
- Provide specialized advice to users, analyzing users' requirements and translating these into the required applications.
- Track and manage overall team performance.

Dal Group Company Limited (Khartoum, Sudan)
End User Computing Specialist
FEB 2018 TO JUNE 2019
- Troubleshoot and provide continuing user support to users, including resolving complex problems in person and remotely
- Responsible for the daily operations and systems support to users.
- Track and maintain the incidents system and provide reports on the progress of the tickets.
- Responsible for the preparation of the new laptop for the users.
- Install and upgrade the hardware and software for user machines.

Ahfad University for Women (Khartoum, Sudan)
Technical Support
MARCH 2014 TO JUNE 2014
- Support and troubleshoot software and hardware problems.
- Installing windows software required applications.
- Maintain the computer hardware.
- Train remote teachers outside Khartoum on computer applications.
- Monitor and control users inside and outside Khartoum.

Future University (Khartoum, Sudan)
Lab Assistant
OCT 2013 TO DEC 2013.
- Prepare and ensure the lab is ready for classes.
- Install and maintain the lab software and hardware.
- Monitor the lab and assist students during the classes.

✉ Randaibrahim22@gmail.com.
📞 +201557431511
📍 Cairo, Egypt.

EDUCATION

BS (HONORS) COMPUTER ENGINEERING - 2012
Future University - Sudan

SKILL SET

- Incident Management
- Cloud Computing
- Project Management
- IT Service Desk
- Services Monitoring
- Technical Support & Reporting
- IT Service Management
- Detail oriented
- Time management

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solutions Associate (MCSA)

RELATED COURSES

- Diploma in Computer Network Design and Administration
- Project Management Essentials
- Professional Diploma in Telecommunication.
- Computer Maintenance
- ITIL Foundation V4.

LANGUAGE

English: good
Arabic: native