



Razan Zuhair Altaif Mohamed

I am a computer science and information technology Specialist, very passionate working for technical aspect and I.T. solutions. with excellent communication and interpersonal skills.



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SKILLS

Team working.

Project management.

Analytical.

Microsoft office.

Customer service.

Time management.

Leadership.

Goal oriented.

LANGUAGES

Arabic

Full Professional Proficiency

English

Full Professional Proficiency

TRAINING OPPORTUNITIES

IT support at NTC tower.

WORK EXPERIENCE

IT Sales and Support Engineer.

Rayat Integrated Solutions

12/2019 - Present

Khartoum, Sudan

Achievements

- Making technical presentations and demonstrating how a product will meet client needs. Providing pre-sales technical assistance and product education. Liaising with other members of the sales team and other technical experts. Solving client problems. Extensive experience in **Laserfiche** Architecture & Support.

Contact: Razan.zuhair@rayatsolution.com

IT helpdesk specialist.

Dal group

03/2019 - 10/2019

Khartoum, Sudan

Achievements

- Quality oriented and a professional period of experience and a proven knowledge of advanced technology, troubleshooting and end user support.

EDUCATION

Bachelor's Degree of Computer Science and Information Technology.

University of Bahri, College of Computer Science and Information Technology.

10/2011 - 08/2016

Khartoum, Sudan

Master Degree of Information Technology.

University of Science and Technology (UST), College of Computer Science and Information Technology.

01/2017 - 08/2018

PERSONAL PROJECTS

I Wedding Services Project. (2016)

- The idea of the system is to provide a platform that shows different wedding-related services, all at one place. The system is web-based. It is accessible from anywhere by the customer via the Internet. On the other hand, in order to confirm customer payment, web service interfaces was provided to the bank which will handle the payment process.

Microblogs Topic Tracking Using Latent Dirichlet Allocation Project. (2018)

- Microblogs Topic modeling is a type of statistical model or a method for finding a group of words (i.e. topic) from a collection of documents that best represent the information in the collection. The thesis aims to build microblogs topic tracking model, the model is based on Latent Dirichlet Allocation technique using R application and uses text corpus dataset from the Eight to Late blog.

SOFT SKILLS

Critical thinking.

Problem solving.

Excellent interpersonal skills

Detail oriented.

Communication.