

Mohammad Abdelmahmoud Alsadig

IT Infrastructure Unit Head at United capital Bank Al Khartoum, Sudan

Contact Information

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Career Objective

Looking for a Challenging position in IT that allows utilizing my skills in an environment that promotes continuous up gradation of knowledge with strong opportunity for advancement. Strong ability to work with all customers in the ICT functions. Able to develop long-term relationships with clients.

Personal

Information Birth

Date: 7 April 1981
Gender: Male
Nationality: Sudan
Marital Status: Married
Number of Dependents: 3
Driving License Issued From: Sudan

Experiences

IT Infrastructure Unit Head

At United Capital Bank **Location:** Sudan - Khartoum

Company Industry: Banking **Job Role:** Technology/IT March 2018 to date

Lead the ICT Infrastructure team at United Capital Bank

- Manage the contracts and on-site technicians for services that are outsourced. These include a contract for Server room equipment, telecommunications equipment and cabling service and maintenance and the internet services contracts;
- Plan the work and budgets of the ICT Infrastructure team together with the Head of IT ensure that the linkages between the teams capture all the tasks that need to be carried out by the ICT Department;
- Develop and maintain the ICT replacement and investment plan for infrastructure resources used
- Coordinate the ICT Infrastructure requirements of the All offices and ensure that the required hardware resources, software licenses and access to institutional information resources are available to all staff wherever they located;
- Develop, implement, test and monitor the ICT disaster recovery plan (DRP) for United Capital Bank and work with the Head of IT to integrate the DRP into the ICT Business Continuity Plan (BCP);
- Develop and improve ICT procedures and configurations required in the ICT Infrastructure team and monitor to ensure at these are correctly implemented within United Capital Bank;
- Lead ICT and Security projects that are implemented by the ICT Infrastructure team
- Manage the campus firewalls that are the first level of security for the campus network;
- Be available on-call during evenings and weekends as per the agreed roster to provide Infrastructure support and to resolve urgent issues. This may involve providing remote support or returning to the office as required

- Maintain and monitor the change management documentation and the incident logs
- Identify commonly recurring requests for assistance and provide advice on how these can be prevented or minimized, through training, user awareness, changes in configuration etc.
- Research into finding more effective ways of using and configuring applications that can then be rolled out across the campuses or posted to the intranet and communicated to staff for their use
- Provide covering support to the work of the ICT Customer Services team when required
- Provide guidance and mentoring to the ICT Infrastructure staff;
- Keep up-to-date with changes and advancements in ICT Infrastructure and the type of applications that are supported and make suggestions for improvements to the services provided

Network Administrator

At United Capital Bank **Location:** Sudan - Khartoum

Company Industry:

Banking **Job Role:**

Technology/IT June 2010 –

March 2018

- Monitoring and troubleshooting ADD, Exchange server 2010, Exchange server, 2019, Office 365, Web Server and File Sever.
- Troubleshooting site's and UCB branches network and users' issues through RDP and VPN connections
- Insure updating windows servers and clients with Microsoft WSUS.
- Insure downloading and distributing last virus definitions for Kaspersky Endpoint protection and kaspersky mail Security Assist in supporting the bank's local area and wide area network hardware software
- Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
- Maintains and optimize the banks local area and wide area networks (WANS)
- Researches, recommends, acquire and install standards industry Servers and PC Solutions.
- Develops and documents UCB LAN, WAN and bank's PC standards
- Functions as internal consultant to assist other information systems staff in solving all network problems.
- Maintain site licenses for department/organization.
- Plan and implement network security, including building firewalls, managing host security, file permissions, backup and disaster recovery plans, file system integrity, and adding and deleting users.
- Ensure timely user notification of maintenance requirements and effects on system availability.
- Investigate, recommend and install enhancements and operating procedures that optimize network availability.
- Document network problems and resolutions for future reference.
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IT Support

At United Capital Bank **Location:** Al Khartoum, Sudan

Company Industry:

Banking **Job Role:**

Technology/IT February

2009 - June 2010

- installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks.
- Diagnose and assist in the resolution of any network configuration and implementation issues.
- Establish and perform maintenance programs following UCB and vendor standards.
- Replacing parts as required.
- Retting up new users' accounts and profiles and dealing with password issues.

Support Agent

At Unisolco **Location:** Al Khartoum, Sudan

Company Industry: Support Services

Job Role: Technology/IT

June 2008 - February 2009

- working as a first level support for the MIBS core banking system at United Capital Bank (UCB).
- Create a Customer Services Forum (CSF) for each issue reported by client to be posted in Customer Services System (CSS) and to search for similar resolutions in CSS and advice user accordingly.
- Assist level 2 Support engineer by liaising with user to collect information on issues as well as requirement gathering for change requests (CR).
- The deployment and the testing of the programs in SIT environment are considered one of the roles.
- Forwarding the tested program to user to be deployed in the UAT environment and to assist users if issues arise in UAT is also from the roles of the job.

Network Engineer

At Utility for computer and communication co ltd **Location:** Al Khartoum, Sudan

Company Industry: Information Technology

Job Role: Technology/IT

December 2006 - June 2008

- Performed installations, technical support, troubleshooting and maintenance of network equipment, installed and upgraded software and hardware equipment,
- overseen the management of subcontracted work, including working with upper levels of the subcontractor structure,
- Overseen the creation of engineering design documents for the network on the base. Managed infrastructure installation services including network facilities, Information Assurance, Cable Plant,
- Leading LAN teams and performed design, survey, installation and commissioning of network devices.

Specialties and Skills

- Microsoft office 365 Administration
- Windows 2008, 2012, 2016 ,2019 Server setup and administration
- Enterprise level Active Directory design, implementation and support
- Microsoft Exchange Server 2010,2013,2019 migration, implementation and support (500 - 1000+ Organizations), Multi-server environments.
- Highly available and secure Outlook Web Access.
- Supporting Windows XP, 7, 8, 10 Operating System and Applications.
- Microsoft Remote Desktop Support.
- Advanced Group Policy design and administration.
- Server Virtualization (Hyper-V and VMware).
- Advanced DNS, DHCP, and TCP/IP.
- Storage Array Networks (SAN), Network Attached Storage (NAS).
- Configuration, troubleshooting, supporting, installing Servers.
- Configuration, troubleshooting, supporting Nortel BCM 400, 450 Telephone System.
- Windows Software Update Services (WSUS).
- Computer Hardware Troubleshooting.
- Computer Software Troubleshooting.
- Kaspersky Total Security and security center Administration.

- Symantec End Point Protection implementation and support.
- Symantec backup exec 2010 implementation and support.
- Acronis Backup and Recovery implementation and support.
- Windows Network Administration.
- Network Operations.

Education

Bachelor's degree/ higher diploma, Bsc. (Honors) in Computer Engineering - Second Class – Division One

At University of Science and Technology. **Location:** Al Khartoum, Sudan **Completion Date:** January 2007

GPA: 3.00

Computer Engineering

Languages

English

Level: Intermediate | **Experience:** 10 years or less | **Last Used:** 1 month or less

Arabic

Level: Expert | **Experience:** More than 10 years | **Last Used:** 1 month or less

Training and Certifications

Project Management Institute

Duration: 1 day (27 December 2021) **Type of Training:** Project Management

Certificate: Project Management Professional (PMP)

British Council –Khartoum

Duration: 1 day - (6 November 2013) **Type of Training:** ITIL 2011 Foundation

Certificate: ITIL 2011 Foundation

Sites Power-Dubai

Duration: 5 days - (From 24 February 2013 to 28 February 2013) **Type of Training:** Microsoft Exchange Server 2010 **Certificate:** Microsoft Exchange Server 2010, Configuring.

Professional labs

Duration: 12 days - (From 12 June 2011 to 23 June 2011) **Type of Training:** MCITP Server Administrator Fast Track **Certificate:** MCITP Server Administrator Fast Track.

Cyberoam

Duration: 5 days - (From 18 July 2010 To 22 July 2010) **Type of Training:** Cyberoam Certified Network & Security Professional **Certificate:** CCNSP

Sybase Lebanon

Duration: 6 days - (From 18 November 2009 to 23 November 2009) **Type of Training:** Sybase System Database Administration for ASE **Certificate:** Sybase System Database Administration for ASE

Sybase Lebanon

Duration: 6 days - (From 12 November 2009 to 17 November 2009) **Type of Training:** Sybase Fast Track to adaptive server Enterprise **Certificate:** Sybase Fast Track to adaptive server Enterprise

New vision Egypt

Duration: 1 month 8 days - (From 1 December 2007 To 8 January 2008) **Type of Training:** Cisco Certified Network Associate **Certificate:** CCNA