

AHMED ELAMIN

System Administrator Engineer

Senior IT Engineer with more than 4 years of extensive experience, planning and implementing robust systems and networks. In depth knowledge with the ability to troubleshoot and rollout complex systems.

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EXPERIENCE

IT Project Manager

Sudanese American Research Center (SARC)

10/2023 - Present

NJ

NGO US Base Research Center between USA and sudna

Achievements/Tasks

- Evaluate Project Performance
- Ensure Stakeholder Satisfaction

System Administrator Engineer

MASAD

08/2022 - Present

Achievements/Tasks

- Analyzed, installed, integrated, modified, and supported associated systems, networks, software, and databases
- Introduced a System Center Operations Manager to provide granular monitoring for servers and network devices

Technical Support Engineer

GIAD INDUSTRIAL GROUP CO. LTD.

06/2021 - 06/2022

Giad Industrial Group on of the largest industrial group in Africa.

Achievements/Tasks

- Performed minor repairs on hardware, software and peripheral equipment.
- Maintained documentation records regarding equipment installations and replacements.

Technical Support Engineer

Wad Abdul Latif for services & investment Co. LTD.

08/2019 - 12/2020

a company group providing services and investment to leading companies in sudan.

Achievements/Tasks

- Detected and resolved customer issues and errors in campus computer systems.
- Installed & diagnosed data cables/ports from CISCO routers, switches, servers.

EDUCATION

Bachelor Degree In Telecommunication Engineering And Space Technology

Future University

11/2012 - 04/2018

SKILLS AND COMPETENCY

Risk Management planning

Documentation management

Technical Solution Development

Project Coordination

Technical Support

Diagnosing Issues

Network Administration

Virtualization

System Backup

Problem Solving

Issue Diagnosis and Resolution

Hardware Troubleshooting

Remote Support

TRAINING & CERTIFICATION

CompTIA A+ CE Certified (03/2024 - Present)

Google Cybersecurity Professional Certificate, (07/2023)

Google System Administrators and IT Infrastructure (02/2023)

Google IT Support Professional Certificate (03/2021)

ICDL Base (12/2021)

CCNA 200 301 Training (04/2021)

Linux Ubuntu (10/2016)

LANGUAGES

English

Full Professional Proficiency

Arabic

Native or Bilingual Proficiency

TECHNOLOGIES

MS Office

Exchange Server

Windows Server Active Directory

Cyber Security

Microsoft365 Imaging Software

Technical Support

VPN Printing Support

ITIL Practitioner

Ticketing system

Python

SQL

Web Design

Photoshop

VM Ware

Veeam