

# OSMAN SAADELDIN OSMAN ABDELGADIR

## CURRICULUM VITAE

### PERSONAL DATA

Name: Osman Saadeldin Osman Abdelgadir  
Date of Birth: Oct, 21, 1978  
Nationality: Sudanese  
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Residence is transferable- الإقامة قابلة للنقل

### PROFILE & ACCOMPLISHMENTS

15 years of experience in IT; well versed in End user support and OS/Server operations, role is to manage computer software system, Server, Storage devices to ensure high availability and security of supported business application. Self-motivated, multi-skilled and socially friendly with high commitment for the work place and capable of functioning in highly stressful environments.

## PROFESSIONAL QUALIFICATIONS

2002. Diploma Of computer engineering; Gezira University

## EXPERIENCE

**January 2017 - February 2019: OS Server Operation Specialist (Wintel)  
Huawei**

***My Responsibilities and Deliverables include***

- Problem solving and documentation of current and new servers in both physical and virtual environments.
- Performs and oversees continuous system health checks, user administration, and application of patches and upgrades
- Performs data management services, server tuning, and directory services maintenance
- Increase reliability and enhance efficiencies by implementing 3rd party tools and scripts
- Delivers anti-virus software updates and virus protection to classrooms and user desktops.
- Ensures compliance to security standards, policies and guidelines across the College network.
- Provides business continuity through thorough back-up and restore procedures, and periodic testing of outage scenarios.
- Administers and maintains a Windows-based server network, with a combination of physical and Hyper-V virtual servers
- Installs, configures, and troubleshoots group policy and administrative templates

- Define and document best practices and support procedures
- Administer, manage and support Hardware which includes HP Enclosures, Blade, Rack mount servers and Sun systems.

### **March 2003 – December 2016: Service Desk Zain**

#### ***My Technical Responsibilities and Deliverables included***

- Receives and processes requests from customers via e-mail, or Remedy System.
- Handles customers' enquiries with efficiency and shows great degree of care and attention to the subject in hand.
- Create, change, and delete user accounts per request.
- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.
- Identifies, diagnoses, and resolves Level One problems for users of the mainframe, personal computer software and hardware, District network, the Internet and new computer technology in a call center environment; communicates solutions to end-users.
- Delivers, tags, sets up, and assists in the configuration of end-user PC desktop hardware, software and peripherals.
- Diagnoses and resolves end-user network or local printer problems, PC hardware problems and mainframe, e-mail, Internet, and local area network access problems.
- Handles irritated customers in a professional and courteous manner.
- Obtains customer feedback information and submits to Help Desk Lead or Analyst for evaluation.

- Maintain on line log books for incidents management control, and reporting as per ITIL standards.
  - Work as part of a team and provide 7x24 supports when required
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## Recent Training and Capacity Development

- Microsoft® Certified Systems Engineer (MCSE)
- Cisco® Certified Network Associate (CCNA) ● A+
- MS Exchange
- Communication Skills
- PMP
- Help Desk Analyst
- ITIL Foundation
- Problem Solve
- Planning and Managing windows 7

## INTRA-ZAIN REFERENCES

1- Abdelmagied Elfateh Abdelmagied Ibrahim  
Huawei Sudan, OS/Server Operations Team Leader Mobile:  
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