**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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0533683194 (Mobile)

0552834732

Residence is transferable- الاقامة 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. o 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. o 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 o Administer, manage and support Hardware which includes HP Enclosures, Blade, Rack mount servers and Sun systems.

**March2003 –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. o 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. o 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 localarea network access problems. o Handles irritated customers in a professional and courteous manner. o 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

# 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

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