






Personal Info


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 Exit 5 - Almassif St. Riyadh,
13248, Saudi Arabia

 2268848286

 Sudanese

 15 Jan 1994

With seven years Experience

Education

BSc. Electrical Engineering
Specialization (Control) - ALNEELAIN
University, SUDAN
2012 - 2017

Courses & Training

- Project Management Professional (PMP)
- Fiber To the Home (FTTH)
- Closed Circuit Television (CCTV)
- Programmable Logic Controller (PLC)

Skills

- Technical & Networking Skills
- Teamwork
- Management & Microsoft Office
- Reporting & Communication
- Decision Making
- High organizing
- Planning & arrangement Skills

Language

- Arabic: Native
- English: Professional

Reference

Can be Provide Upon Request

Abdulrahman Adam Mohammed Ismail

Network Controller and Maintenance Operator-Control

Summary

The main objective is to work in professional atmosphere that enables me to cope-up with emerging technologies and scope for winding the spectrum of my knowledge to establish as a Techno proficient in the field of Networking improve my skills in control knowledge.

Work Experience

➤ **Operation Manger, MEL Company, Operation Department - Riyadh. (From 2021 - present)**

- Supervision and follow-up of technicians and reporting to the administration with the work done. - Trouble shooting with customer and support customer to configure all type of Modems (Salam, STC, Mobily, Zain) and STB
- Follow-up technicians and direct them to deal with customers.
- Support Technicians in the field giving Tech. information, help and solution the issue.
- Communicate with customers after install to them new service and make sure they are satisfied.
- Follow-up with technicians to install new service to customers with high quality.
- Work for a Moss system to follow up all new orders service and SDM system to follow up under warranty tickets.
- Reporting any issue over ISP team.

➤ **Coordinator-Control, Premier Technology Company, STC Customer Services - Riyadh. (From 2019 - 2021)**

Dealing with Trouble ticket registers by Customer Client throw Testing Tools LTS (Line Test System) and NA (Network analyzer).

Supervision and follow-up of employees and reporting to the administration with the work done.

Trouble shooting with customer and support customer to configure multi type of Modems (STC Modems / Linksys / Speed Touch / Net gear...).

Activating ADSL ports using NMS for different type of vendors (Alcatel DSLAM and ISAM / Huawei / Siemens).

Support OSP Technicians in the field giving Tech. information, help in provision over all ADSL and Fixed Line System.

Reporting any problem over Network element.

Activating Customer Circuit over Fixed Line Systems (Lucent, Siemens net Manger and Huawei Soft switches)

Follow-up staff and direct them to deal with technicians and customers

Trouble shooting with customers & technicians and support them to configure multi type of Modems (Huawei Modems / Thomson Modems/STB Modems).

Support Technicians in the field giving Tech. information, help and solution in VDSL, FTTH and INVISION problems.

Reporting any problem over Network element To the NOC and Follow it up until solving it.

➤ **Technical Specialist and Controller, HAFER ALBATEN UNIVERSITY, TVIS Company (From 2018 – 2019)**

Operating and activating electronic Devices such as Computers and Printers for the daily activity of the University, monitoring its safety and helping with dilemmas facing users in this field.

➤ **Controller, Operations & Maintenance Department Danfodio Company, Khartoum (From 2017 – 2018)**

Follow up the electrical technicians, and test all the electricity of the house.