



Ahmad Ali Ahmed Alwarrag

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Objective:

Skilled Desktop Support Engineer with 1 years of experience in providing comprehensive technical support to end users in financial, customer service, and professional recruitment industries. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. Seeking to utilize expertise in information technology and desktop support to take next career step with a highly respected financial firm.

Work Experience:

Ribat National University (July2022-July2023)

(Desktop support technician)

- Install, upgrade, support, and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
- Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
- Return defective equipment to maintenance inventory, document customer repairs, and maintain and restock parts inventory to maintain spare parts levels.
- Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to network.
- Installed, upgraded, and verified hardware and software applications.
- Assisted end users in using new and existing technology; provided coaching and one-on-one training.
- Managed laptops, desktops, and printers companywide.
- Authored second-line support team manuals and maintained support standard operating procedures.
- Set up and coordinate workspace For all computers the same work space. P2P
- Knowledge of how DHCP generate automatic IP addresses.
- Network administrator in single domain Managing all computers.

Education:

- **Ribat National University**
Computer Science Graduated
- **Network Plus Training Center**
MCSE Microsoft Server (2016)
- **Network Plus Training Center**
ITIL 4 **Foundation**
- **Network Plus Training Center**
CCNA

Skills:

- Service Level Management
- Quality Management
- Maintenance and Repairs
- System Security
- Inventory Management
- Customer Service
- Applications Support
- Troubleshooting

Projects:

Graduation project:

Sudanese Football League Draw :

- **Designed a Website and a Database for Sudanese football Draw**
- **Used JavaScript and Html and CSS for the Project**

Languages:

- Arabic
- English

Personal Details:

Date of Birth: 24/Aug/1995

Marital Status: Single

Iqama: Transferable