



BARAA SAMIER ABDELHADI

TECHNICAL SUPPORT/ PROGRAM OFFICER

PERSONAL PROFILE

I have 5+ years of professional experience working as a Technical Support Engineer and Program assistant combined. My experience has sharpened my analytical, problem-solving, and attention to details skills; I am a self-motivated person, a great team player, and can take responsibility and the decisions to achieve the required goals. I believe that I am qualified and competent enough to fulfill any challenging situations within the domain of my qualifications and my acquired experience.

WORK EXPERIENCE

Program Officer

CDF Child Development Organization April 2022 | - present

- Attend and participate in the cluster and sector meetings especially the general protection sector as well as child protection and gender based violence (GBV) sub-sector.
- Ensure that community-based protection network mechanisms are supported and strengthened. This includes working with the project team to establish active and well-informed parents groups and children's groups in all project locations. This also includes ensuring that Community Protection Committees are well-trained, informed, and involved in identifying child vulnerability, promoting the rights of children in their communities, and mobilizing community-based protection and care-giving resource.
- Initiate planning for longer-term GBV prevention and response activities, including referral pathway and standard operating procedures.
- Coordinate and communicate with the relevant stakeholders as per need.
- Establish and maintain a good coordination with the line ministers (CoR)/institutions, NGOs and civil society and other stockholders.

Program Assistant

CAFA Development Organization June 2021 | - March 2022

- Assist in the implementation of program strategies, work plans including monitoring and evaluation plans.
- Assist in preparations, scheduling, logistics, meeting, and other various requirements.
- Assist in preparation, filing, compilation, and dissemination of documents/materials relating to the program.
- Assist in Maintain good communication with other units of the Country Office and with external counterparts at the working level.
- Writing Reports for the meetings.

CONTACT ME AT

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LANGUAGES

- Arabic
- English

SKILLS SUMMARY

- Excellent time management
- Ability to pay attention to detail
- Ability to multitask
- strong inclination for customer service
- create Web design (WordPress)
- Troubleshooting technical support

COURSES & TRAININGS



Sahari Organization for Development(2019)



Training in Sudacad CCNA(2018)



Monitoring & Evaluation Training (2021)



Training in Sudacad Diploma Network(2017)



Training courses in fundamentals of total quality management (2014)



Prevention Of Sexual Exploitation
and abuse training and workshop
2022



workshop of Peace and
Conflict Resolution 2021



مدخل إلى كتابة العروض
والتقارير
Humanitarian Leadership
Academy, Save the
Children2022



Introduction to History of
Humanitarianism
Humanitarian Leadership
Academy, Save the
Children2022



Customer Service Foundations
from LinkedIn learning 2022
Certificate Id:
ARSmZTrxgsqasJhv1qNhlSsfXP
W

REFERENCE

- • 'Mr. Mustafa Altayeb Musa
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Development Organization)
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Development Organization) Khartoum
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Technical Support Engineer

ALamazoon Technology | Oct 2018 - Oct2019

- Managed and provided Technical support for hardware-
software of point of sales machines (POS)through
continuous testing and Quality assurance.

Technical Support

ALmaaly for software and Technology Nov 2016 | - APR 2017

- Troubleshooting Technical Issues
- Implemented Hardware And software support.

Call Center Representative

Zain July 2015| - July 2016

- I solved customer problems and handling enquirers.
- I was trained for one month on media department
- I had to read 42 daily newspapers to collect notes and news
related to the company or technology, summarize and send
them to all staff.

Technical Support

Africa City of Technology Mar 2014 | - Mar 2015

- I spent my National Service.
- I managed the Remote/registration study system.
- I had to Troubleshoot technical Issues.

EDUCATIONAL HISTORY

Diploma Human rights

Khartoum University | 2021

- Studied Internaional Law
- Stutied international Human rights law

BSc. Information Technology

University of science and Technology | Sep2013

- I developed a Driver License Issuance Web application. the
Application enables users to implement the workflow of the
process of getting a driver's license online.

VOLUNTEERING WORK

Events Coordinator

Sham3a Organization | Nov2015 - Oct2018

- Coordinated the events of the organization by collaborating with
other members of the organization.

Coordinator / Content Manager

She, in Technology Initiative | Aug2021 - Present

A young Initiative for Arabic-Speaking Women who works in
Technology fields

- Coordinating Online Workshop.
- Managing Social Media Accounts.
- Registering Technical Book club members.