



# Hiba Abdalla Ahmed Suliman

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## Nationality

Sudanese

## Skills

Leadership and Teamwork

Teamwork

Microsoft Excel

Decision Making

Ability to Work Under Pressure

Ability to Work in a Team

Fast Learner

Ability to Multitask

Communication

Computer Skills

Microsoft Office

Communication Skills

Customer Service

Time Management

Complex Problem Solving

## Languages

English

Arabic

## Profile

Highly accomplished and dedicated Technology Supervisor with a strong background in overseeing and managing technology operations in VIP lounges. Demonstrated expertise in providing exceptional service and support to high-profile clients and ensuring seamless technology experiences. Proven ability to lead and motivate teams, develop innovative solutions, and optimize workflow processes to enhance efficiency and productivity.

## Employment History

### Technology Supervisor, VIP Lounges, Khartoum

January 2019 — 2023

With a deep understanding of the latest technologies and trends, I possess a comprehensive knowledge of network infrastructure, hardware, software, and audiovisual systems. I am adept at assessing complex technical requirements, implementing strategic technology solutions, and maintaining a secure and reliable environment for VIP lounge guests.

### Computer & Information Technology Directorate , Sudan Academy for Aviation Sciences & Technology , Khartoum

January 2013 — January 2019

- Developed and implemented technology initiatives to increase the use of technology in the classroom, resulting in improved student engagement and outcomes
- Developed and implemented a schoolwide technology plan that ensured all students had access to the latest technology

### Computer Directorate , Civil Aviation Authority , Khartoum

January 2005 — January 2013

### Network Administrator, Ministry of Aviation, Khartoum

July 2001 — January 2005

- Troubleshoot network problems and resolved technical issues with both hardware and software components
- Monitored and optimized network performance, resulting in improved application response times

### Network Administrator, Ministry of Industry , Khartoum

January 2023 — June 2001

- Collaborated with vendors to select and implement appropriate network solutions
- Configured and maintained system backups to ensure data recovery in the event of a disaster

**Teaching operating systems and databases , Sudan Academy of Technology and Aviation Sciences**

**Training of 5 batches on the International Computer Driving License, Center of Sudan Academy for Technology and Aviation Sciences**

## **Education**

**B.SC Computer Science, Sudan University College , Khartoum**

January 1995 — February 1999

**Higher Diploma of Computer Science , Gezira University , Khartoum**

March 2016

**Master of Computer Science , Gezira University , Khartoum**

October 2019

## **Courses**

**Oracle 10G DBA Certificate**

May 2011 — July 2011

**Arc Mate Enterprise, Document Management and Archiving System**

April 2008 — May 2008

**Ezi Flow, workflow Management System**

April 2008 — May 2008

**Total Quality Management system Awareness ISO 9001:2008**

October 2012 — November 2012

**Customer Care course**

June 2012 — October 2012

**Integrated Micro Computer Processing system 4.1 (IMPS)**

January 2000 — February 2000

**Positive Thinking & Time management**

February 2015

**Project Management Professional (PMP)**

February 2016

**Sudanese Computer Driving License (SCDL)**

March 2016

**International Computer Driving License (ICDL)**

March 2016

**ITIL Foundation 2011**

July 2016

**Computer Networks Design & Administration Diploma**

August 2016 — September 2016

**Geographic Information System with QGis**

December 2019

**Spatial Databases**

December 2019 — January 2020

**Educational Technology Course - University of Khartoum Center for Advanced Training (online)**

November 2020

**Teaching Systems and Methods Course - University of Khartoum Center for Advanced Training (online)**

December 2020

**Scientific Research Course, Basic Sciences - University of Khartoum Center for Advanced Training (online)**

January 2021

**Measurement and Evaluation Course - University of Khartoum Center for Advanced Training (online)**

May 2021

**Teaching Ethics Course - University of Khartoum Center for Advanced Training (online)**

June 2021