



AMRO SAYED ELHADI SHUKRALLA

 Khartoum Barry Nassir  +(249) 110007013  amrosayed20001@gmail.com

BACKGROUND

Agile Technical Support Representative skilled at offering clients easy-to-understand guidance and actionable advice. Presents customer concerns to internal development staff for integration into future updates. Positively impacts all customer interactions and engineering efforts for supported products.

EDUCATION

Bachelor degree 2018

B.sc(Honors) Information Technology

University Of Garden City ,Sudan

EXPERIENCE

Technical Support Specialist

November 2020 -
Current

**Training courses
and practical
training**

1 \ Alzaiem Alazhari University
(Computer maintenance)

6/4-5/2015

2\ National Telecom.
corporation

1/3-31/3/2015 Information
Technology (network
engineering ,computer

maintenance,
programming)

3\ Network plus Training
Center (HCIA)

45 HOURS

MTN Sudan

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Helped streamline repair processes and update procedures for support action consistency.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Configured hardware, devices and software to set up work stations for employees.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users

PERSONAL INFO.

Nationality: Sudanese

- Marital Status: Single

- Valid Sudanese driving license

LANGUAGES

Arabic 

English 

PROFESSIONAL SKILLS

- Technical Support.
- Remote Desktop Support .
- Technical Issues Analysis .
- Local Area Network .

INTERPERSONAL SKILLS

Critical Thinking& Problem Solving
Collaboration & Communication
Creativity& Work Ethic
Passion For Education
Time Management