

# Mohamed Norain

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Email: norain-ict@outlook.com - Phone: 0544264792 - Nationality: Sudanese  
Address: Dubai, UAE

## Objective

Accomplished Technical Support Engineer with a strong understanding of computer hardware and software. Proven ability to diagnose and resolve technical problems. Seeking a challenging position where I can use my skills and experience to make a difference.

## Industry Knowledge

- Good understanding of ITIL process.
- Experienced with Manage Engine ITSM Tools (Desktop Central, Manage Engine OS Developer, Manage Engine MDM, Manage Engine Service Desk).
- Hands on experience in Endpoint Security Software's (Symantec, Malware-bytes)
- Skilled in managing SLAs and tracking incidents until closure.
- Experienced with backup and restore solutions.
- Experienced with cisco network technologies.
- Knowledge of various remote-control tools.
- Experienced with windows server and virtualization technologies.
- Experienced with MAC OS, Linux, IOS and Android supporting.
- Solid knowledge of active directory administration and Microsoft 365 Administration.
- Strong analytical and problem-solving skills
- Basic knowledge of PowerShell scripting language.

## Work Experience

### Service Desk Analyst (Jan 2021 – Jul 2023)

[CTC Group](#) - *Digitech - Khartoum*

- Provide end user customer support for macOS, Windows, and Office 365.
- Provide support for servers ( file servers, print servers, backup servers)
- Log and prioritize tickets according to incident management process.
- Setup user accounts and access permissions.
- Prepare, allocate, and maintain IT equipment.
- Troubleshoot all IT-related equipment such as PCs, wireless handheld devices, thin clients, printers, and other end-user devices.
- Diagnoses and troubleshooting computers and network hardware's, analyzes problems, identifies appropriate resources, tests proposed fixes, and follows up to ensure problems are resolved.
- Maintain inventory levels including receiving, storage, and auditing.
- Manage active directory (users' creation, modification and password reset).
- Acquire and maintain current knowledge of relevant policies to provide technically accurate solutions to users.
- Backup and restore data.

# Technical Support Engineer (Jan 2019 – Dec 2020)

*MAPDO - Khartoum*

- Served as the first point of contact for end-users seeking technical support via various channels, including phone, email, ticketing system, or in-person.
- Resolved hardware, software, network, and other IT-related issues faced by end-users.
- Handled password reset requests and assisted with user account management.
- Assisted with software installations, updates, and patches for standard business applications.
- Helped users with the setup, configuration, and basic maintenance of desktops, laptops, printers, and other peripherals.
- Provided remote support to end-users.
- Accurately recorded and maintained detailed documentation of support requests, troubleshooting steps, and solutions provided.
- Escalated complex technical issues to higher-level IT support teams or vendors as needed.

## Education

### BSc: Information Technology

*Al-Manara University College | Khartoum | Aug 2018*

## Certifications

- Oracle Cloud Infrastructure Foundation
- Google IT Support
- ICSI Certified Network Security Specialist
- Fortinet NSE 1
- Fortinet NSE 2
- Fortinet NSE 3

## Training Courses

- Fortinet UTM
- ITIL Foundation v4
- MCSA
- MCSE
- CCNA
- CompTIA A+
- CompTIA N+
- CompTIA Security +
- VMware vSphere 7

## Languages

- English – Professional working proficiency
- Arabic – native

## Notice Period

Immediate Join