

Malaz Yousif Elmahi Eltayeb

UAE, Abu Dhabi

Mob: +971565882980

Email: malazyousif35@gmail.com

LinkedIn: [linkedin.com/in/malaz-yousif](https://www.linkedin.com/in/malaz-yousif)

Brief Summary

About 8 years' practical experience in system administration and networking with a demonstrated history of working as a technical support engineer has led me to hone and develop my skills. Ready for ad hoc tasks aligned with business objectives and ability to learn new technologies.

Experience

SYSTEM ADMINISTRATOR

09/2019 – 12/2022

Kushite Integrated Company, Sudan

- Configuring, Installing, Upgrading and maintaining hardware and software systems including servers, storage devices, and networking equipment to ensure usability.
- Familiarity with installation and configuration Active Directory, Group Policies, Microsoft Services (AD, DNS, DHCP, IIS), TCP/IP, VPN.
- Active Directory objects management (i.e. Users, computers, groups) and group policy in Windows server (2012, 2016).
- Managing and maintaining network: WAN and LAN connectivity, routers, switches, Wi-Fi access points and firewalls.
- Good knowledge and Hands on experience in Virtualization technology (Hyper-V & VMware, ESXI hosts in addition to deploy and manage VMs, vCenter Server, vCenter Server Inventory, licenses and appliance.
- Good experience of Linux operating systems (RedHat, Ubuntu), Veem backup and replications.
- Knowledge of MS 365 administration (Desktop Apps, SharePoint, OneDrive, Teams, Exchange), Microsoft Outlook, Microsoft Azure, WSUS, SCCM and other monitoring and deployment tools.
- Good knowledge and understanding of ITIL service management concepts and understanding of incident, change and problem management.

TECHNICAL SUPPORT ENGINEER

03/2015 – 09/2019

Kushite Integrated Company, Sudan

- Serve as the first point of contact for staff or customers seeking technical assistance on-site, over the phone, via emails or remote-access.
- Provide day-to-day technical support and administration for end users independently and in a team environment.
- In-depth knowledge of Windows Operating Systems (Windows 7, 10, 11), Microsoft Office applications and troubleshoot issues that related to.
- Repairing or replacing damaged hardware such as printers, scanners, desktops, laptops and peripherals.
- Set up and Update virus protection software to keep data and communications protected.
- Prepares and maintains documentation, technical reports, and provides follow up on activities and tasks assigned.

Skills

- Operating systems (windows XP, Vista, Windows 7, 10, 11, windows server 2012, 2016, 2019).
- System administration.
- Troubleshooting (office application, software and hardware).
- Networking (cisco routers and switches).
- Firewalls.
- Wireless network.
- Collaboration Tools: Office 365.
- Virtualization (Hyper-V, VMware and vSphere).
- Cloud technology (Microsoft Azure).
- Backup and replication.
- Ticketing tools (ServiceNow).

Education

BSc in Electronics Engineering (Communications)

Sudan University of Science and Technology

Certifications

- CCNA 200-301
- ITILv4 foundation

Languages

- Arabic (native), English.

Courses

- MCSE windows server 2016.
- VMware vSphere 6.7 (configure, install and manage).
- RedHat System administration Linux (admin 1-admin 2).
- Veem configuration and management.
- Veem optimization.
- CSA (ServiceNow Certified System Administrator).