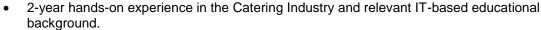


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E-mail: mohamedelhassan1991@gmail.com

PROFESSIONAL SUMMARY



- Energetic self-starter with excellent communication and interpersonal skills and the ability to adapt quickly to new environments and situations
- Motivated self- starter with experience in Marketing and Customer Relations. Currently pursuing A BSc in Information technology.
- Proven ability to work with difficult situations to achieve targets and provide a high level of service to clients.

CAREER HISTORY

October 2011 -present

Sudan Civil Aviation Authority (SCAA)- Sudan

Project Management - Technical Support

- > Managing customer enquiries via various communication channels including telephone and email.
- Ensuring that customers' problems and complaints are resolved in a timely and satisfactory manner.
- Collecting and analyzing data to monitor the level of customer service and customer satisfaction.
- > The development and repair of potential problems.
- Programming and design programs needed by other departments and meet all Ctayajat code to facilitate the performance of work.
- Responsible for the development and repair network Sudanese Civil Aviation Authority.

Programmer and designer websites - Kushite co.Ltd - Khartoum - Sudan

- > Implementation of customer requirements to the satisfaction of their ambitions.
- Audit projects director of the company to achieve the highest quality.
- Reception problems and fix them and try not to repeat the problems.
- Responsible for Sales Forecasts and promotional materials.

December 2012 to February 2013:

Fix Team .Ltd - Sudan

Programmer and systems analyst

- Policy Setting Security levels, back-up methods, ensuring alignment with company Regulations.
- ➤ Network Configuration responsible for the organization and configuration of business network. including routers, Firewall, Windows, active directory, antivirus software, computers.
- Risk Management Assessing and managing risks related to the use of the HW & SW.
- Oversight maintaining good functionality of the Network and all associated HW & SW.
- Analysis and design of databases.

Special Assignments and Achievements

- Enhanced Staff motivation, Teamwork and Customer Service.
- Sudanese civil aviation authority online exam system, the system test staff via the Internet and. the results were announced and also contains a special protection system.
- > Cost reduction through ensuring full and rigorous maintenance of the system on a regular basis.
- > Enhanced security levels through implementation and maintenance of user rights.
- Trained staff on different software and applications.
- > Personnel Management System contains a section managing payroll and attendance department and the Department of holidays and special permissions.



EDUCATION

2013 - 2015 Sudan Open University, Khartoum, Sudan

Bachelor in Information Technology

2011 Sudan Ethical hacker

Aptech Computer Education - Khartoum - Sudan

2009-2012 Aptech Computer Education, Khartoum, Sudan

3-year Diploma in Software Engineering.

Graduate degree: DISTINCTION.

SKILLS

Languages Arabic: Mother tongue **English:** Fluent IT

ASP.NET / Java / C#.NET / HTML / C++ / Perl / PHP

Expert (1-3 yrs exp.)

Oracle Database / Mysql / Apache / UML Diagram.

Proficient (1-3 yrs exp.)

Developing web pages using Joomla and vBulletin.

Proficient (1-5 yrs exp.)

MSProject

Proficient (1-3 yrs exp.) **Software Engineering** Proficient (1-3 yrs exp.)

PERSONAL DATA

Date of Birth: 2-08-1991 Nationality: Sudanese Marital Status: Single

Driving License: Sudan Driving License