



Mohamed Mahmoud Elhassan

Mobile: +971 (0)5 2 79 23 326

E-mail: mohamedelhassan1991@gmail.com

PROFESSIONAL SUMMARY

- 2-year hands-on experience in the Catering Industry and relevant IT-based educational background.
- 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 <i>Bachelor in Information Technology</i>
2011 Sudan	Ethical hacker <i>Aptech Computer Education – Khartoum - Sudan</i>
2009-2012	Aptech Computer Education, Khartoum, Sudan 3-year Diploma in Software Engineering. <i>Graduate degree: DISTINCTION.</i>

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