

OMER KHALID

IT Support Specialist | Network Support | System Administrator

Saudi Arabia | Transferable Iqama | Available Immediately

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Professional Summary

Experienced IT Support Specialist with 6+ years of experience supporting 100+ users and managing 150+ devices. Strong background in Active Directory, networking (CCNP level), and system administration. Proven ability to reduce downtime by 30% and improve system performance.

Professional Experience

IT Support Technician – Samar Alghabat Hospitality & Contracting, Qatar | 2023 – 2024

- Supported 80+ users and 100+ devices across departments
- Reduced system downtime by 30% through proactive troubleshooting
- Maintained switches, routers, and network connectivity

IT Support Specialist – Sharg Alneel Hospital, Sudan | 2021 – 2023

- Managed 120+ users in Active Directory environment
- Improved network performance by 25%
- Provided Tier 1 & Tier 2 support

Freelance IT Support Engineer | 2016 – 2021

- Delivered IT support for 20+ clients
- Installed networks, systems, and security solutions

Education

Master of Computer Applications (MCA) – Bharathiar University, India | 2017 – 2019

Bachelor of Honour in Applied Statistics – Sudan University of Science and Technology | 2008 – 2011

Certifications

CCNP Enterprise – Cisco (Expired 2024)

Google IT Support Professional Certificate – Google (2023)

McKinsey Forward Program – 2024

Technical Skills

Systems: Windows Server, Linux Administration, Active Directory, Group Policy

Networking: Routing & Switching, TCP/IP, Troubleshooting, Network Setup

Tools: VMware, VirtualBox, AnyDesk, TeamViewer

Other: Odoo ERP, Hardware Support, Printer Setup, Microsoft Office

Languages

Arabic – Native

English – Fluent