

# AHMED ALRAYAH SULIMAN AHMED

## IT Support Specialist

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### SAMMARY

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Dynamic IT Support Specialist with over three years of experience in technical support L1 & L2 support to over 1,000 users resolving hardware and software, systems administration, and user assistance, ensuring high customer satisfaction and collaborating effectively across teams. Proven ability to resolve issues efficiently, manage networks, and implement IT solutions. Looking to contribute my expertise to a dynamic IT team.

### SKILLS

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|                           |                        |                  |                      |
|---------------------------|------------------------|------------------|----------------------|
| OS Windows, Linux & MacOS | Technical Support      | Active Directory | Networking           |
| Microsoft Office 365      | Remote Support Tools   | Customer Service | Ticketing Systems    |
| Troubleshooting           | Communication          | Problem Solving  | Time Management      |
| Teamwork                  | Working Under Pressure | Multitasking     | Attention to Details |

### WORK EXPERIENCE

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#### Sudatel Telecom Group

**Khartoum, Sudan**

#### IT Technical Support

**March 2020- Feb 2023**

- Provided Level 1 & 2 tickets support requests for 1,000+ users via phone, email and chat.
- Install, Configure and Troubleshooting laptop, printer, networks, software and OS issues.
- Following up with users to ensure issues are resolved.
- Provide technical support and training to staff, helping them resolve IT-related issues and ensuring proper usage of hardware and software.
- Maintain inventory of IT assets, equipment and Coordinate IT purchases and supply management.
- Assist in onboarding, IT setup for new employees and systems monitoring.
- Manage Active Directory user accounts, passwords and permissions.
- Support Microsoft 365, VPN, remote tools (TeamViewer, Any Desk) and Oracle ERP.
- Manage, monitor and prioritize tickets to ensure efficient handling of requests and escalate complex issues to senior IT staff as needed.

#### Sudani Telecom Ltd

**Khartoum, Sudan**

#### Call Centre & Social Media

**Oct 2018 - Sep 2019**

- Delivered customer support via calls and social media.
- Handling customer complaints, providing initial support, and referring specialized problems to other departments.
- Making sales calls or offering special offers to potential customers to attract them or strengthen their relationship with the company.
- Maintaining a positive approach when dealing with various types of customers and absorbing their anger when necessary.
- Troubleshooting operating systems, software and hardware, Equipment and maintenance of desktop and laptop computers, printers and network devices.
- Monitor and prioritize tickets to ensure efficient handling of requests and escalate complex issues to senior IT staff as needed.

**Farmer's Commercial Bank**  
**Trainee - IT Service Desk**

**Khartoum, Sudan**  
**Aug 2018 - Sep 2018**

- Provided technical support to users via phone, email and chat.
- Troubleshooting operating systems, software and hardware, Equipment and maintenance of desktop and laptop computers, printers and network devices.
- Monitor and prioritize tickets to ensure efficient handling of requests and escalate complex issues to senior IT staff as needed.

## **EDUCATION**

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**BSc. Degree In Information Technology |University of science & Technology**

**(2012-2017)**

**Grade: GOOD**

## **CERTIFICATES**

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- ITIL v4 Foundation.
- CCNA Cisco Certified Network Associate (CCNA)
- Technical Support Fundamentals.
- CompTIA A+.

## **LANGUAGES**

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- **Arabic:** Native.
- **English:** proficient.