

MOHAMMED ALI ADAM MUHANNA

IT Help Desk Specialist | IT Support Engineer

Dubai, UAE • +971 50 914 7638 • Mohammed.Ali.Muhanna@gmail.com • [linkedin.com/in/mohammed-muhanna-it](https://www.linkedin.com/in/mohammed-muhanna-it)

PROFESSIONAL SUMMARY

IT Support Technician and System Administrator with 3 years of experience providing L1 and L2 technical support in corporate environments. Experienced in Windows administration, desktop support, hardware and software troubleshooting, Active Directory, Microsoft 365, ITSM and ticketing systems, endpoint support, network troubleshooting, and remote technical support. Skilled in handling incidents and service requests, troubleshooting end-user environments remotely and on-site, maintaining reliable IT operations, and communicating issue status and resolution progress to management.

AREAS OF EXPERTISE

Level 1 & Level 2 Technical Support	IT Service Desk & Incident Management.
Remote Technical Support.	Active Directory & User Access Management
Microsoft 365 Administration	Ticketing Systems
Windows Server 2016/2019 Administration	Endpoint Support & Device Management.

CORE TECHNICAL SKILLS

Technical Support	Level 1 & Level 2 Support, Incident Management, Service Request Handling, Escalation Procedures, Technical Documentation
Remote Support	Dameware Remote Support, Windows Remote Desktop (RDP)
Ticketing Systems	Jira, ServiceNow, ITSM Platforms
Systems Administration	Windows Server 2016/2019, Windows 10/11, Active Directory, Group Policy, User & Access Management
Networking	TCP/IP, DNS, DHCP, LAN/WAN Troubleshooting, Network Connectivity Diagnostics
Infrastructure & Operations	Microsoft 365 Administration, VMware Fundamentals, Azure Fundamentals, Backup & Recovery, Patch Management, System Monitoring, Endpoint Support
ERP & Databases	Odoo ERP Administration, SQL Fundamentals, MySQL Fundamentals
Tools	Microsoft Office Suite, Advanced Excel, Microsoft Visio, Remote Desktop & Remote Support Tools

PROFESSIONAL EXPERIENCE

IT Support Technician / System Administrator

Jan 2023 – May 2026

Tanglewood Investments Ltd. — Khartoum, Sudan

- Delivered **Level 1 and Level 2** IT support for approximately 90 internal users across multiple departments, ensuring reliable day-to-day operation of the company's IT environment.
- Provided end-to-end IT support, beginning with first-line desktop and network troubleshooting and progressively taking responsibility for systems administration and infrastructure support.
- Diagnosed and resolved hardware, Windows operating system, printer, software, and network issues affecting employees' daily operations.

- Administered **Active Directory** accounts, permissions, password resets, and security policies to enforce secure access control.
- Sustained high system availability through proactive monitoring, preventive maintenance, and regular patch management.
- Installed, configured, and maintained desktop computers, Windows workstations, printers, peripheral devices, and business applications for internal users.
- Managed software deployment, Windows updates, endpoint maintenance, and antivirus updates across the organization's workstations.
- Administered the company's **Odoo ERP** system, resolving user issues and supporting daily business operations across multiple departments.
- Assisted with ERP configuration, testing, data migration, and user acceptance activities during system implementation and enhancements.
- Carried out backup and recovery procedures to safeguard business-critical data.
- As one of two members of the IT department, took direct ownership of major or high-impact issues, escalating and coordinating resolution directly with the IT manager when needed.
- Kept supervisors and management informed with regular updates on ongoing issues, resolution progress, and any matters requiring their input.
- Communicated effectively with staff by phone and in person to understand issues, explain solutions, and confirm resolution.
- Produced clear, concise written documentation for **recurring issues** and technical procedures to support consistent handling of future incidents.
- Prepared technical documentation and provided end-user training on **Odoo ERP**, Microsoft Office applications, and internal IT tools.

EDUCATION

Bachelor of Science (Honors) in Computer Science

2021

University of Khartoum

CERTIFICATIONS & TRAINING

- Windows Server Administration (MCSA Track) – Zaingate Training Center, 2026
- VMware Virtualization Technologies Training) – Zaingate Training Center, 2026
- Odoo Functional Training – Royal College of Science and Technology, 2022
- Microsoft 365 Administration Training
- Network Fundamentals Training

LANGUAGES

Arabic: Native **English:** Professional Working Proficiency