Sami Mubarak

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IT SPECIALIST

Objective

To secure a position in a dynamic IT environment where I can leverage my technical expertise and problem-solving skills to improve user experience, support organizational growth, and enhance IT operations, while continuously expanding my knowledge in the field.

Skills

- Project Management
- Decision Making
- Creative design skills
- Adaptability
- Troubleshooting

- Networking
- Problem Solving
- Effective Communication skills
- Critical thinking
- Security Awareness

Work Experience

Badr Airlines| Reservation Officer | Khartoum- Sudan | June 2022- June 2023
Airlines Ticketing and Sales Representative
- Manage airline ticket sales and reservations for customers.
- Assist clients in selecting travel options and packages that fit their needs.
- Process ticket changes, cancellations, and refunds efficiently.
- Provide exceptional customer service by responding to inquiries and resolving issues.
- Collaborate with airlines to ensure accurate information on flight schedules and availability.
- Promote additional services and upsold travel-related products.
- Stay updated on industry trends and airline policies to provide informed recommendations.

GO2 Global SHD Company | IT & Media Dept Assistant | Cyberjaya- Malaysia Oct 2020- Oct 2021
- Assist in the Advertising & Marketing department.
- Support IT Department in design and production tasks.
- Contribute to interactive media projects.
- Participate in photo and video shooting for promotional materials.
- Provide support to web developers and graphic designers.
- Conducted research and supported product development initiatives.
- Install and configure hardware and software for users.
- Utilize web programming skills HTML ,PHP ,CSS, Bootstrap
- Manage and utilized database management systems for various projects.

CTC Group SDN | IT Trainee | Khartoum- Sudan | June 2019 Dec 2019
- Diagnose electrical issues using a range of testing devices.
- Comply with state and local building regulations for each project.
- Repair or replace wiring, fixtures, systems, and equipment with the correct tools.
- Handle customer inquiries through email and maintain reports on customer files and support issues

Suda Expo Exhibition | IT Help Desk Administration | Khartoum- Sudan | April 2015- Dec 2015
- Collaborate with coworkers to ensure high-quality service for customers.
- Provide accurate information to enhance customer satisfaction.
- Troubleshoot and resolve debugging issues effectively.
- Fix PC errors and malfunctions promptly.
- Install hardware and software programs as needed.
- Manage networking tasks, including cabling and testing.

Kenana Sugar Company | IT Technician support | Khartoum, Sudan | Jan 2014- Dec 2014
- Provide IT support for installing user programs and applications for employees, including Windows 365.
- Troubleshoot and resolve technical issues, including networking cabling and debugging.
- Manage user email accounts and assist with password resets.
- Address printer issues and install drivers for various types of printers wirelessly.

Zain Telecom Company Sudan | Call Centre Technician | Khartoum, Sudan | Jun 2013- Dec 2013
- Identify electrical issues using various testing devices.
- Adhere to state and local building regulations relevant to each project.
- Repair or replace wiring, fixtures, systems, and equipment using the appropriate tools.
- Manage customer communications via email and maintain reports related to customer files and support errors.

Education

Bachelor of Science Degree | University of Greenwich College | Malaysia, Subang Jaya
2016- 2020

Diploma of computer Science | Aptech computer Education | Sudan, Khartoum
Graduation: December 2013

Languages

- **Arabic:** Mother Tounge
- **English:** Professional
- **Malay:** Beginner

Certifications

Fortinet Training Institute | Fundamentals in Cyber security | May 2025

Sudacat Certificate| CCNA | Khartoum Sudan
> Networking Fundamentals, IP Addressing, Routing Protocols, Switching Technologies, Network Security WAN Technologies, Network Automation, Troubleshooting.

Canadian College Sudan University | English Certificate
> Listening, writing skills, Oral listening, Speaking Fluently

References

Mr. Ageed Al Saied | General Manager | Dashen Tours | +447494859632

Mr. Hani Eid | Sales Manager | Badr Airlines | +249912307444 / +249912303272

Mrs. Hasnida Faratul Binti Samsudin | Executive Director | GO2 Global