

MUAZ MAJDI KHIDIR MUKHTAR

IT SUPPORT SPECIALIST | HELPDESK | DESKTOP SUPPORT

Nationality: Sudanese • Date of Birth: 24/01/1997 • Riyadh, Saudi Arabia • Transferable Iqama • Valid Saudi Driving License • Available Immediately

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PROFESSIONAL SUMMARY

IT Support Specialist with 3+ years of experience in L1/L2 desktop support, assisting 200+ users monthly while meeting SLA targets. Skilled in Windows deployment and recovery (disk imaging, cloning), hardware and software troubleshooting, network printers, switches, and routers, and remote support via AnyDesk and Remote Desktop. Familiar with Active Directory fundamentals and VMware.

CORE TECHNICAL SKILLS

Desktop Support: Hardware & Software Troubleshooting, L1/L2 Helpdesk, Windows Installation & Troubleshooting, Boot Troubleshooting, Workstation Deployment, Disk Imaging, Flash Imaging, Network-Based Cloning

Networking: TCP/IP Fundamentals, Network Switches & Routers, Network Printer Installation & Configuration, Basic Firewall Configuration, Basic Server Administration, RJ45 Cable Preparation & Termination, Basic CCTV / IP Camera Setup and Configuration

Service Management: Incident Resolution, SLA Compliance, Issue Logging & Escalation, On-site Technical Support, User Support

Additional Skills: Active Directory Fundamentals, AnyDesk, Remote Desktop, VMware, Microsoft Office (Word & PDF – Advanced, PowerPoint – Advanced, Excel – Basic/Light tasks), File Sharing over Network

AI & Digital Content: Canva, AI-powered content creation, image editing, video creation & editing, graphic design

KEY ACHIEVEMENTS

- Maintained consistent SLA compliance while supporting 200+ users monthly across hardware, software, and network incidents.
- Deployed or restored 30+ workstations weekly through disk imaging, flash imaging, and network-based cloning.

PROFESSIONAL EXPERIENCE

Training — Autonomous Vehicles (IT Systems Support)

Aug 2025 – Oct 2025

AI Driver Company | Riyadh, Saudi Arabia

- Supported field testing of autonomous vehicles by monitoring onboard systems and documenting technical observations.
- Coordinated with engineering teams to log, escalate, and track technical anomalies during field tests.

IT Support Specialist

Oct 2022 – Jan 2025

Compu Art Technology | Khartoum, Sudan

- Provided daily L1/L2 technical support to 200+ users monthly, resolving hardware and software incidents within SLA targets.
- Performed boot troubleshooting, flash imaging, and network-based cloning to deploy or restore operating systems on 30+ workstations weekly.
- Installed, configured, and maintained network printers, switches, and routers to support day-to-day business operations.
- Supported basic server administration tasks and firewall configuration under established procedures.
- Completed internal training in Active Directory fundamentals and observed user and access-management workflows.

IT Support Intern
2017 – 2022

Khartoum, Sudan

Technical & Desktop Support

Nissan Bashir Motors (1 year) • National Petroleum Company Limited (1 year) • Greater Nile Petroleum Operating Co. (1 year)

- Diagnosed and resolved hardware and software issues for end users while maintaining SLA-based response times.
- Supported operating-system imaging, printer setup, and network switch/router configuration.

Software Development Training

IDEAL SOLUTIONS (2 years)

- Completed applied training in ASP.NET fundamentals and core web development concepts (HTML/CSS/basic scripting).

EDUCATION

Bachelor of Science in Computer Science
2015 – 2020

Omdurman Islamic University | Sudan

CERTIFICATIONS & TRAINING

- Intro to Health Informatics and Health Information Systems — Northeastern University via Coursera, 2026
- Mobile Development with Flutter — Udemy, 430 hours, 2021
- Front-End Development — Zero and One Academy, 2023
- ASP.NET Core MVC — Self-Directed Learning, In Progress

PROJECTS

Auto Motors App — Flutter, Firebase, Firestore

Car marketplace app with real-time listings and authentication (private repository — available upon request).
GitHub: github.com/Muaz2022/Auto_Motors

E-Commerce Mobile App — Flutter, REST API, BLoC/Cubit

Shopping app with cart management.
GitHub: github.com/Muaz2022/flutter_store

Dlinks-SD Corporate Website — HTML5, CSS3, JavaScript, PHP

Responsive website with a dynamic PHP backend.
Website: dlinks-sd.com

Personal Portfolio — Flutter Web

Interactive portfolio deployed to production.
Portfolio: https://muaz-majdi.web.app

LANGUAGES

Arabic — Native

English — Professional Working Proficiency

REFERENCES

Amr Hassan
IT Supervisor
Compu Art Technology
Available upon request

Mr. Elfatih
Owner
Compu Art Technology
Available upon request

Alnazer
IT Team Leader Engineer
Greater Nile Petroleum Operating Company
Available upon request