Mohammed ZAHIR

Information Technology Engineer

Dedicated and innovative Information Technology Engineer with a passion for designing and implementing cutting-edge solutions. Seeking opportunities to leverage my technical expertise and problem-solving skills to contribute to the success of a dynamic organization.

 @mohzahir
 @mohammed-zahir
 @Mohammed Zahir

✉ moh.zahir.mz@gmail.com 🔗 mohzahir.github.io ⚑ Sudanese
🖥 Remote work 📱 011 701 7444

Education

BACHELOR OF COMPUTER SCIENCE AND INFORMATION TECHNOLOGY
Alzaim Alazhary University
09/2014 – 10/2018   *Khartoum, KH, Sudan*

- Graduated with second-class honours
- Thesis: Traffic violations management system

Additional education

Attract and Engage Customers with Digital Marketing
Google
2023   *Coursera*

- Recognize strategies to build brand awareness among potential customers
- Explain the purpose of SEO (search engine optimization) and essential SEO terms
- Optimize website content for SEO
- Understand search engine marketing (SEM) and how it benefits businesses

Foundations of Digital Marketing and E-commerce
Google
2023   *Coursera*

- Define the fields of digital marketing and e-commerce
- Describe the job responsibilities of an entry-level digital marketer and e-commerce specialist
- Explain the concept of a marketing funnel
- Understand the elements and goals of a digital marketing and e-commerce strategy

FULL STACK WEB AND MOBLIE DEVELOPMENT
Newton Training Center
2020   *Khartoum, Sudan*

- acquired web best practices techniques with experienced web developer instructor
- covered most web technologies and languages including: html, css, javascript, jquery, bootstrap, angularjs, php, mysql, ionic and cordova.
- designed and developed ecommerce store web application

Languages

Arabic   English

Interests

Technology Blogs

Coding Challenges

Skills

PHP/Laravel
My expertise lies in PHP and Laravel, a powerful combination for building dynamic web applications. I possess the ability to write clean and efficient PHP code, leveraging the robust features of the Laravel framework.

SQL
Proficient in writing and optimizing SQL queries.

Database Management
Proficient in managing, maintaining, and securing databases.

Technical Support
Experienced in troubleshooting and resolving software and hardware issues.

Training
Capable of training users and colleagues in new software and systems.

References

Noura Sultan Alotibi
Direct manager, Sindawa Trading Company
+966 50 472 7333

Additional education

ADVANCE LEVEL COURSE OF ENGLISH COMMUNICATION SKILLS
English Discussion Center
2019   *Khartoum, Sudan*

- scored 90%
- English reading, writing, listening, and reading skills.
- improved public speaking and communication skills

Work experience

Technical Manager
HireHub Job Agency
02/2022   *Khartoum, Sudan*

- Develop and implement a long-term technology roadmap aligned with HireHub's overall business goals.
- Stay up-to-date on the latest technological advancements relevant to the recruitment industry.
- Evaluate and recommend new technologies and software solutions to improve efficiency and functionality.
- Oversee the development and implementation of user support programs for HireHub employees.
- Ensure employees have the necessary training and skills to effectively utilize the company's technology tools and resources.
- Address user inquiries and technical problems promptly and efficiently.

Technical Support Specialist
Sindawa Trading Company
07/2022   *Riyadh, RI, Saudi Arabia*

- Provide technical support to customers, resolving issues with software and hardware.
- Manage and maintain company databases, ensuring security and efficiency.
- Train users and colleagues in new software and systems.
- Communicate effectively with non-technical users, explaining complex issues in an understandable way.
- Write and optimize SQL queries for database management and issue resolution.

Fullstack Web And Mobile Developer
Smart Node CO.
06/2021 – 10/2022   *Sudan*

- Provide technical support to customers, resolving issues related to our software and hardware products.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Assist in SQL database management and maintenance.
- Train customers and new employees on how to use our products efficiently.
- Collaborate with the engineering team to address and resolve complex technical issues.
- Consistently praised for providing excellent customer service, resolving 90% of issues on the first call.

Work experience

FULLSTACK LARAVEL DEVELOPER

Multi Software Company (MSC)

07/2021 – 12/2021   *Khartoum. Sudan*

- served the role of fullstack web developer with laravel to build mobile admin panel
- built web REST Apis for mobile applications end points
- ensured the security of the end points using laravel sanctum package along with laravel authentication system

FULLSTACK LARAVEL DEVELOPER

Mostaqil

03/2020   *Khartoum, Sudan*

- designed and published hire hub job agency website with content management system (CMS) using Laravel PHP framework
- utilized shared hosting and configured the server to suit website requirements

TECHNICAL BANKING TRAINEE

Animal Resources Bank (ARB)

07/2019 – 08/2019   *Khartoum, Sudan*

- Performed customer follow up to ensure proper service delivery.
- worked as a system monitor to optimize system functionalities and avoid system drops.
- Provided technical support to customers on system issues, referring on to technical team for further assistance if needed.