

سيرة الذاتية

اسم عضو هيئة التدريس: حاتم محمد الحسن ابراهيم

القسم: قسم علوم الحاسب الالى

أعلى مؤهلات: دكتوراة

| اسم الشهادة | تخصص | جامعة التخرج | سنة التخرج |
|-------------|-------------------|---------------|------------|
| دكتوراة | علوم الحاسب الالى | جامعة النيلين | 2019 |
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Research Area (منطقة البحث):

- Software engineering
- Requirement engineering
- Artificial intelligence

Research Papers in Journal

الأبحاث العلمية المنشورة:

- 1) H. M. E. Dafaalla, Ismail El-Azhary, and Muawia Ahmed, "Requirement elicitation: Requirements conflict resolution and communication model for Telecommunication Sector," *Neelain University Journals*, vol. 44, no. 2, Jul. 2018.
- 2) H. M. E. Dafaalla, I. El-Azhary, and M. Ahmed, "Requirements Elicitation: Elicitation Technique Selection Model for IS Projects, Telecommunication Secto," *Neelain University Journals*, vol. 47, no. 2, Oct. 2018.

Research Papers in Conference (المؤتمرات):

- (1)
- (2)
- (3)
- (4)
- (5)

Previous Experience (خبرة سابقة):

MCSA

2005

Microsoft Certified Systems Administrator

CCNA

2007

Cisco Certified Network Associate

CCNP

2009

Cisco Certified Professional Network

Computer Engineer

Job Responsibilities:

- Setting up the private STC Network, Software Development, Hardware Maintenance & Scheduling work and Reporting by daily basis.
- Involved in networks support & local area networks and responsible for the daily operation, monitoring, troubleshooting and maintenance of the local area Network and Desktop support.
- Creating and Maintaining of User Account Database and System Policy. Assigning Rights and Privileges to users as per Company Requirement.
- Installation and configuration Printers of Local Network.
- Connect Windows-based client computers to Networks.
- Creating and Maintaining Domain and Workgroup Networks (Crimping, cabling etc)
- Capable of integrating various network into multi network which involve connecting frame relay – x25 –E1 & point – to – point networks.
- Duties include Network equipments: Hubs, Switches and LAN's Cards.
- Design and implement LAN include cabling and workstations setup for New STC buildings.
- Administer and troubleshoot information systems that incorporate Windows Server.
- Plan TCP/IP subnets; configure services including DHCP, WINS, and DNS services.
- Provide network support for all STC applications like: ICMS application, billing application etc. in all Assir Exchanges including (Subscription offices and all STC administration offices)
- Following the trouble tickets system and provide immediate support.
- Coordinate with all STC support groups in Assir to solve any data connectivity problems.
- Create users accounts and mail boxes for all users in Assir Region
- Provide technical support for (Laptops, Workstations, Servers, and Printers)
- provide IT helpdesk support to all office users and follow best practices and procedures to