

Mohammed Abdelbagi Elrayah

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CAREER OBJECTIVE:

Experienced IT Specialist and Computer & Network Engineer with more than 11 years of experience in technical support, IT infrastructure, network administration, systems maintenance, and cybersecurity fundamentals. Skilled in installing, configuring, and maintaining computer systems, networks, servers, operating systems, endpoint protection, backups, firewalls, and user access controls.

PhD Student in Cybersecurity at Islamic University of Minnesota, 2025 - Present, with a strong interest in cybersecurity, information systems protection, secure infrastructure, and practical security operations.

Proven ability to troubleshoot complex technical issues, support business users, improve operational efficiency, and coordinate with departments to deliver reliable IT services. Experienced in team leadership, infrastructure planning, user training, IT documentation, vendor coordination, and maintaining secure and stable IT environments..

CAREER HIGHLIGHTS:

- Over 11 years of professional experience in IT support, infrastructure, network engineering, and systems administration.
- Strong background in enterprise technical support, user account management, endpoint support, and daily IT operations.
- Experience in IT infrastructure leadership, technical team supervision, network operations, and business continuity planning.
- Managed IT infrastructure across multiple branches.
- Improved endpoint security monitoring through practical use of security and monitoring tools.
- Practical knowledge of cybersecurity fundamentals including firewalls, antivirus, endpoint protection, access control, backups, and system hardening.
- PhD Student in Cybersecurity, strengthening academic and practical knowledge in information security and cyber defense.
- Experience in academic teaching, technical training, mentoring, and preparing IT-related academic materials.
- Ability to work across departments, understand business requirements, and provide practical technology solutions.

TOOLS & TECHNOLOGIES :

- Operating Systems: Windows, Windows Server, Linux, macOS
- Directory Services: Active Directory, Group Policy, User and Permission Management
- Networking: TCP/IP, DNS, DHCP, LAN/WAN, VPN, Firewall Support
- Virtualization: VMware, Hyper-V, VMware ESXi
- Security and Monitoring: Wazuh, Suricata, Microsoft Defender, ClamAV, Antivirus, Endpoint Protection, Firewalls, Backup, Access Control
- Business Tools: Microsoft Office, Office 365, Email Systems, Printers
- Infrastructure: Servers, Desktops, Laptops, Network Devices, CCTV Systems
- Support: Help Desk, Remote Support, Troubleshooting, IT Documentation

KEY ACHIEVEMENTS:

- Supported and maintained IT operations across business departments, ensuring stable daily performance of computer systems, networks, printers, email services, and office technologies.
- Managed IT infrastructure across multiple branches.
- Improved endpoint security monitoring using tools such as Wazuh, Suricata, Microsoft Defender, ClamAV, and VMware ESXi
- Improved technical support response by troubleshooting user issues quickly and coordinating with departments to provide practical IT solutions.
- Contributed to strengthening IT security through access control, backups, endpoint protection, firewalls, system updates, and user awareness.
- Managed and supported infrastructure activities including network operations, hardware maintenance, software updates, and IT asset tracking.
- Provided technical guidance and training to employees, helping improve their use of business systems and IT best practices.
- Participated in infrastructure planning, technical documentation, procurement coordination, and vendor communication.
- Gained strong experience across technical support, network engineering, infrastructure management, teaching, and IT leadership roles.
- Combined practical IT experience with doctoral studies in cybersecurity to strengthen professional capability in secure technology environments.

AREAS OF EXPERTISE:

- IT Infrastructure Administration
- Network Installation and Maintenance
- Technical Support and Help Desk Operations
- Systems Administration
- Endpoint Security and Data Protection
- Hardware and Software Troubleshooting
- Backup and Recovery Support
- User Account and Access Management
- IT Asset and Inventory Management
- Staff Training and Technical Documentation
- Vendor and Department Coordination
- Business Continuity and Operational Support
- Network Monitoring and Troubleshooting
- Server, Desktop, Printer, and Office Technology Support
- CCTV and Access Control Systems Support
- Cybersecurity Fundamentals and Secure Infrastructure Support

KEY SKILLS:

- | | | |
|--------------------------|----------------------------|----------------------------|
| • Administration | • Problem-Solving Attitude | • Problem-Solving Attitude |
| • IT Management | • Training | • Employee Training |
| • Customer Service | • Time Management | • Communication Skills |
| • Leadership & Mentoring | • Attention to Detail | • Relationship Building |

PROFESSIONAL EXPERIENCE:

Zagzoog for Home Appliances, Jeddah, Saudi Arabia.

IT Specialist.

(Oct 2017-Present)

- Install, configure, and maintain computer hardware, operating systems, business applications, printers, and office technologies.
- Monitor, support, and maintain computer systems, networks, and end-user devices to ensure stable daily operations.
- Respond to technical support requests, diagnose issues, and resolve hardware, software, network, and user access problems in a timely manner.
- Create and manage user accounts, profiles, passwords, permissions, and access controls.
- Support email systems, desktop applications, printers, and business technology tools.
- Maintain IT security through access control, regular updates, backups, antivirus, endpoint protection, and firewall support.
- Keep systems updated with required software patches and security updates.
- Maintain hardware and software inventory records.
- Coordinate with different departments to understand IT requirements and provide practical technical solutions.
- Train employees on IT systems, security awareness, and best practices.
- Support office technologies including printers, end-user devices, network access, email accounts, and business applications.
- Assist in improving IT procedures, documentation, and daily support operations.

Sudan University of Science and Technology, Khartoum, Sudan

Information Technology Lecturer

(Jan 2016-Apr 2017)

- Delivered lectures and practical sessions in information technology subjects.
- Prepared course materials, academic plans, assessments, and examinations.
- Evaluated students' work and provided academic guidance.
- Supported student development through supervision, mentoring, and tutorial sessions.
- Participated in staff meetings, academic administration, seminars, and conferences.
- Kept academic knowledge updated through research and professional reading.
- Supported academic activities and contributed to improving the learning experience for students.

Africa City of Technology (ACT) Sudanese Ministry of Higher Education and Scientific Research, Khartoum, Sudan.

(Jan 2014-Jan 2017)

Head of Infrastructure and Technical Support Department.

- Supervised technical support staff responsible for data networks, computer systems, and network operations.
- Assigned tasks, coordinated technical activities, and supported the resolution of critical technical and operational issues.
- Planned and managed IT infrastructure, telecommunications, and data center operations.
- Developed and implemented technical procedures to improve infrastructure availability, security, and performance.
- Coordinated with management and technical teams to deliver reliable IT services.
- Managed system upgrades, software updates, firmware updates, and vendor coordination.
- Supported budgeting, purchasing, and procurement activities for IT equipment and services.
- Maintained technical and operational documentation.
- Ensured availability of servers, systems, networks, and critical IT resources.
- Developed backup, restoration, and business continuity procedures.
- Coordinated the acquisition of spare parts, hardware, software, and technical resources.
- Helped maintain security, access control, and operational stability across infrastructure services.

Africa City of Technology (ACT) Sudanese Ministry of Higher Education and Scientific.

Research, Khartoum, Sudan.

(Jan 2011-Dec 2014)

computer and network Engineer

- Designed, implemented, and maintained LAN and WAN network environments.
- Configured network systems, documented standards, and supported network installation projects.
- Improved network performance through monitoring, troubleshooting, and scheduled upgrades.
- Investigated network faults and outages using multiple technical sources.
- Implemented network security policies and monitored access controls.
- Supported firewall environments in line with IT security policies.
- Managed IP addressing, hosted devices, and data center network resources.
- Prepared technical reports on network performance, incidents, and operational status.
- Supported users and customers through email and phone communication for technical requirements and issue resolution.
- Participated in network optimization, maintenance planning, and technical documentation.

Khartoum Cargo Villag, Khartoum, Sudan.

(Apr 2008 -Dec 2010)

Computer and Network Engineer

- Installed, configured, and maintained computer systems, networks, operating systems, and software.
- Troubleshoot and repaired hardware, software, and network issues.
- Monitored system performance and supported secure and stable IT operations.
- Assisted in protecting systems against security threats and technical failures.
- Provided technical support and user training on systems and devices.
- Prepared periodic technical reports on system status, technical issues, and maintenance activities.
- Ensured systems followed security policies and quality standards.
- Supported users in daily technical operations and helped resolve device, software, and network-related issues.

EDUCATION:

Islamic University of Minnesota, Minnesota,USA

2025 - Present

- PhD Student in Cybersecurity

Amity University Noida, Delhi, India.

Nov 2017

- Master degree. International Business.

Amity University Noida, Delhi, India.

Dec 2013

- Bachelor's degree. Information Technology.

University of Bahri, Khartoum, Sudan.

Jun 2006

- Diploma of 3 years in computer engineering.

PROFESSIONAL DEVELOPMENT:

- **Diploma in design, Administration, installation, and maintenance of networks**, Sudatel Telecommunications Academy (Sudacad). (Jan 2010)
- **CCNA Course** ,Sudatel Telecommunications Academy (Sudacad), Khartoum, Sudan. (Mar 2010)
- **Training Course on IPv6**, National Telecommunication Corporation, Khartoum, Sudan. (Oct 2011)
- **Diploma in Computer and Network Maintenance**,, Khartoum, Sudan. (Feb 2014)
- **Training course in the Basics of Managing and Running the Linux Operating System (RED HAT)**, ,Sudatel Telecommunications Academy (Sudacad), Khartoum, Sudan. (Mar 2014)
- **course in academic supervision**, Open University of Sudan. (Jan 2017)

TECHNICALSKILLS:

- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN, VPN
- **Operating Systems:** Windows, Windows Server, Linux, macOS
- **System Administration:** Active Directory, Group Policy, User Account Management
- **Security:** Firewalls, Antivirus, Endpoint Protection, Backup, Data Protection
- **Virtualization:** VMware, Hyper-V, VMware ESXi
- **Security Monitoring:** Wazuh, Suricata, Microsoft Defender, ClamAV
- **Hardware Support:** Desktops, Laptops, Printers, Servers
- **Software Support:** Microsoft Office, Office 365, Enterprise Applications
- Help Desk and Technical Support
- IT Documentation and User Training
- Cybersecurity Fundamentals and Secure IT Operations

Language skills:

- **Arabic:** Native. • **English:** Good.