

Name: Abdelqader Mohamed Abdallah

Phone: +966 54 055 4746

Nationality: Sudanese

Location: Dammam, Saudi Arabia

Professional Summary

Experienced and multi-skilled professional with over 10 years of hands-on expertise in IT support, branch supervision, supply chain logistics, and customer service. Strong background in computer hardware maintenance, POS systems, and retail technology. Holds certifications in CCNA, Computer Maintenance, and Microsoft Office. Proven leadership in branch operations and technical problem-solving. Looking to leverage technical, operational, and managerial skills in a growth-focused organization.

Education:

Bachelor of Information Technology

Future University, Sudan

Graduated with Honors and Distinction – Class of 2013

Certifications

CCNA – Cisco Certified Network Associate

Computer Maintenance Certificate

Microsoft Office Specialist (Certified)

Professional Experience:

Farm surerMarkets – Dammam, Saudi Arabia

Branch Supervisor

2019 – Present

Supervised staff and ensured timely execution of branch tasks.

Key Skills:

IT Support & Troubleshooting

POS Systems & Retail Technology

Computer Hardware Maintenance

Network Fundamentals (CCNA Knowledge)

Microsoft Office (Word, Excel, PowerPoint)

Supply Chain & Inventory Management

Branch Supervision & Team Leadership

Customer Service & Communication

Accounting & Financial Transactions

Problem Solving & Time Management

Languages:

Arabic: Native

English: Good (Strong in reading/writing, improving in speaking)

References

Eng. Sandy Mohamed

Branch Manager – Giad Automotive Company (Manufacturing & Maintenance Division)

Former Supervisor during Internship

Phone: [00201284490394]

Supervise full branch operations including inventory arrangement, staff coordination, and display management.

Oversee shelf boys and support staff to ensure organized and timely stock replenishment.

Manage branch logistics such as parking, promotional materials, and cleanliness.

IT Support Specialist

2014 – Present

Responsible for all electronic and IT systems in the branch: POS systems, weighing scales, printers, barcode scanners, and data collectors.

Handle hardware/software troubleshooting, updates, and maintenance.

Manage receiving operations, inventory entry, and orders from warehouse and direct suppliers.

Provide on-demand technical support to cashiers and staff to ensure smooth daily operations.

Giad Automotive Company – Khartoum, Sudan

Supply Chain Intern

2012 – 2014

Assisted in procurement processes, logistics coordination, and inventory tracking.

Gained solid knowledge of supply chain operations within a manufacturing environment.

Supported internal reporting and warehouse stock control.

Afaq Travel & Tourism – Khartoum, Sudan

Branch Accountant & Customer Service Supervisor

6 Months – 2014

Handled daily financial transactions, accounting entries, and cash flow reports.

Managed front-desk operations, client bookings, and customer satisfaction.