

ALAWAD MOHAMED ABUZAIID

Information Technology Specialist

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Address : Al Naseem East District , Riyadh

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Residence : Valid and Transferable

Summary

Information Technology Specialist with over 18 years of experience in information systems development, database administration, network management, hardware and software maintenance, and technical support. Proven track record of enhancing IT operations to ensure system reliability and implementing secure, efficient technological solutions that support business continuity.

Professional Experience

Information Technology Specialist **11/2024 – 11/2025**
IDRIS ENGLISH SCHOOL , Riyadh , Kingdom of Saudi Arabia

- Managed and maintained the school's IT infrastructure (networks, servers, and devices), ensuring 98% system uptime throughout the academic year.
- Provided technical support to teachers and students, resolving 95% of support tickets on first contact and improving overall user satisfaction.
- Installed, configured, and upgraded hardware and software across labs, enhancing system performance by 90%.

Director of Information Technology **04/2021 – 04/2023**
Health Insurance Corp , Khartoum , Sudan

- He oversaw the development and integration of the basic health insurance systems (subscriber services system, claims system, financial and administrative system, electronic services system), which improved workflow efficiency by 40%.
- Managed cybersecurity strategies and risk assessments, reducing security incidents and vulnerabilities by 85% through proactive monitoring and policy enforcement.
- Directed IT projects and digital transformation initiatives, achieving a 95% on-time delivery rate for major system upgrades and enhancements.

Software Engineer **08/2017 – 03/2021**
Health Insurance Corp , Khartoum , Sudan

- Developing and improving the health insurance claims system using the ASP.net with SQL Server , which improved system performance and processing speed by 40%.
- Implemented and optimized database structures for claims and provider systems, increasing data accuracy and retrieval efficiency by 35%.
- Integrated APIs and third-party health systems, improving interoperability and automated data exchange by 50% across healthcare providers.

Network Engineer

12/2014 – 07/2017

Health Insurance Corp , Khartoum , Sudan

- Installed and configured LAN/WAN network equipment and related devices, including routers, switches, and firewalls, improving network stability and performance by 95%.
- I implemented and enforced network security protocols, resulting in a 90% reduction in hacking attempts.
- Implementing network performance monitoring tools (ManageEngine OpManager), which improved the speed of problem detection and resolution by 40%.

Computer and Printer Maintenance Engineer

04/2011 – 11/2014

Health Insurance Corp , Khartoum , Sudan

- Upgraded and installed hardware and software components, improving system performance and operational efficiency by 40%.
- Performed regular maintenance and troubleshooting of computers and printers, reducing hardware failures and downtime by 90%.
- Monitored and resolved technical issues for end-users, achieving a 95% first-contact resolution rate.

Medical Claims Processing Specialist

06/2007 – 03/2011

Health Insurance Corp , Khartoum , Sudan

- Reviewing medical claims and analyzing invoices at a rate of 60% to ensure compliance with the terms of insurance policies and approved standards for medical codes, thus ensuring the accuracy of decisions and the quality of claims processing.
- Coordination and completion of claims data by 35% through following up with service providers to ensure the completeness of documents, resolving invoice conflicts and expediting processing procedures.

Computer Science Teaching Assistant

02/2006 – 08/2006

University of Science and Technology , Khartoum , Sudan

- Assisted in preparing and delivering lectures and lab sessions, enhancing student engagement and understanding by 30%.
- I provided academic support and tutoring to students, improving assignment completion and exam performance by 25%.
- Graded assignments and exams, and maintained course records, ensuring 95% accuracy and timely feedback for all students.

Core Skills

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- Systems development
 - Database Design & Management (MySQL, Oracle, SQL Server, PostgreSQL)
 - Programming languages (Python, Java, JavaScript, ASP.NET, HTML/CSS, Odo).
 - Network Installation & Administration (LAN/WAN, Routers, Switches, Firewalls)
 - Excellent technical support skills and ability to solve technical problems.
 - Computer and printer maintenance, including operating system installation (Windows, macOS, Linux), diagnostics, and technical troubleshooting.
 - The ability to plan, organize, manage time, and accomplish multiple tasks.
 - Withstanding work stress.
 - Strong communication skills (both verbal and written).
 - The ability to work within a team and to work independently.

Education

- **Master's in Information Technology** , Al Neelain University, Sudan | **2015 – 2017**
- **Bachelor in Information Technology** , Open University of Sudan | **2008 – 2010**
- **Diploma in Information Technology** , University of Science and Technology, Sudan | **2003 – 2006**

Certifications

- Internal Audit ISO 9001-2015 03/2022
- Train of Trainers (TOT) 03/2021
- Mobile Applications Development 09/2019
- Business Analysis 08/2019
- CCNA ROUTING & SWITCHING 10/2018
- Programming Language ASP.NET CORE 2.1 10/2018
- CompTIA A+ 07/2018
- Strategic and Innovative Thinking 02/2017
- Excellence in Customer Service and Maintain Them 03/2015
- ISO 9001:2008 Standard 05/2014

Languages

- Arabic
- English

Personal Information

- Nationality: Sudanese
- Date of Birth: 12/02/1983