



## **PERSONAL INFORMATION**

- Place & Date of Birth: Khartoum, 29<sup>th</sup> May 1980
  - Nationality: Sudanese
  - Marital Status: Single
  - Passport NO: B0700506
  - Language : Arabic,English
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## **ACADEMIC QUALIFICATIONS**

- **Master's Degree** in Computer Science(CGPA: 3.24, April 2010) ,  
University Malaya, Malaysia  
**Thesis title:** Management of Course Portfolios Through a Smart E-Portfolio System
- **B.Sc.(Honors)** in Computer and Information Systems(First Class, June 2003), Faculty of Science, Sudan University of Science and Technology(SUST)-Sudan  
**Dissertation title:** The Virtual Network Teacher

## **ACADEMIC EXPERIENCE**

- ❖ April 2010 – up to present: **Senior Lecturer**, MIS department, Sudan University of Science and Technology(SUST), Sudan

### *Academic Duties and Responsibilities:*

- The conduct of tutorials, practical classes, demonstrations and workshops
- Initiation and development of course material.
- Course coordination.
- The preparation and delivery of lectures and seminars.
- Consultation with students.
- Broad administrative functions.
- Marking and assessment.

- Attendance at departmental and/or faculty meetings and a major role in planning or committee work.

*Administrative Duties:*

- Member of exam committee
- Member of distance learning center exam committee
- Member of strategy plan development committee
- Graduation projects coordinator
- Faculty website administrator

- ❖ Jan 2006 - Dec 2006: **Research Assistant**, Information System Department-Universiti Teknologi Petronas(UTP) – Malaysia.

*Duties and Responsibilities:*

- Collect data, study, and research and analyze and evaluate
- Conduct research and initiate safety measures in a facility or an organization
- Research, study and provide designs and architecture
- Research, study, evaluate and perform data analysis
- Assist senior research staff in their tasks
- Assisting the 1<sup>st</sup> and 4<sup>th</sup> year students in computer laboratories
- Providing tutorial sessions.

- ❖ Dec 2003 - Dec 2005 : **Teaching Assistant** in Management Information Systems department, Faculty of Business Studies, Sudan University of Science and Technology(SUST), Sudan

*Academic Duties and responsibilities:*

- Assisting the 1<sup>st</sup> , 2<sup>nd</sup> , 3<sup>rd</sup> and 4<sup>th</sup> year students in computer laboratories
- Providing tutorial sessions
- Attending lectures, reading, solving assignments and/or providing model solutions
- Marking and grading of homework, quizzes, tests and exams.
- Providing consultation service to students during pre-set office hours.

*Administrative Duties:*

- Member of exam committee
- Represent the university Distance Learning Center(DLC) in Syria, Lebanon and Jordan.
- Head of computer lab exams committee, May 2004.

## **PROFESSIONAL EXPERIENCE**

- ❖ Nov 2008 – March 2010: **Executive Technical Support**, Nokia Careline, SCICOM (MSC) BERHAD, Malaysia

### *Duties and Responsibilities:*

- To work as part of a team with other Customer Service Officers and/or Technical Support and Assistant Manager
- To attend to incoming telephone enquiries, complaints and questions from customers
- Answering customer queries, problem solving and providing detailed information on company products
- Working in line with stated productivity and quality standards

- ❖ Jan 2007 - May 2008: **IT Consultant** in Yataka Lengend (MSC) BERHAD, Malaysia

### *Duties and Responsibilities:*

- Clarifying the system specifications, understanding their work practices and the nature of their business;
- Defining software, hardware and network requirements;
- Analysing IT requirements within companies and giving independent and objective advice on the use of IT;
- Developing agreed solutions and implementing new systems;
- Presenting solutions in written or oral reports;
- Helping with change-management activities;
- Project managing the design and implementation of preferred solutions;
- Designing, testing, installing and monitoring new systems;
- Preparing documentation and presenting progress reports to customers;
- Organising training for users and other consultants;

- ❖ Jan 2000- Jan 2003: **Administrator of Four Computer Labs** (Management, Maintenance and Networking) in Faculty of Business Studies, SUST, Sudan

### *Duties and responsibilities:*

- PC's software and hardware installation, troubleshooting and maintenance tasks
- Laboratory administration
- Providing training and offering technical support (operation, installation and maintenance " to users
- Network designing , administrating, installation and troubleshooting in LAN

## **TRAINING & CERTIFICATION**

- 12<sup>th</sup> - 19<sup>th</sup> Dec 2011: Advanced interactive e-learning instructional design, Sudan
- 12<sup>th</sup> - 23<sup>th</sup> Sep 2011: Project Management Professional, Malaysia.
- 24<sup>th</sup> - 28<sup>th</sup> November 2009: Scicology of Customer Service Workshop, SCICOM (MSC) BERHAD, Malaysia
- 12<sup>th</sup> - 22<sup>nd</sup> August 2008: Conducting Successful Meetings, Malaysia
- 28<sup>th</sup> July - 7<sup>th</sup> August 2008: Strategic Management and Planning Skills, Malaysia.
- 12<sup>th</sup> - 23<sup>rd</sup> May 2008: Integrated Office Management Skills & Competencies for Senior Management Program(OMSP), Malaysia
- 28<sup>th</sup> April - 9<sup>th</sup> May 2008: New Trends, Approaches and Practices in Personnel/Human Resource Management Program(PHRM), Malaysia
- 13<sup>th</sup> - 24<sup>th</sup> August 2007: Administration and Office Management(AOM), Malaysia
- 31<sup>st</sup> July - 10<sup>th</sup> August 2007: Developing, Implementing and Monitoring Effective OJT, Malaysia
- 18<sup>th</sup> - 20<sup>th</sup> Jun 2007: Improving personal & Administration Skills for Effective Planning & Performance Enhancement, Malaysia
- 12<sup>th</sup> - 15<sup>th</sup> March 2007: Effective Strategic Planning- Malaysia.
- 11<sup>th</sup> - 14<sup>th</sup> Sep 2006: Planning & Maintaining a Microsoft windows server 2003 Network Infrastructure (2278), Malaysia
- 24<sup>th</sup> - 27<sup>th</sup> July 2006: Microsoft Windows Server 2003 Active Directory Infrastructure(2279), Malaysia
- 29<sup>th</sup> Aug - 5<sup>th</sup> Sep 2005: Development and Skills of Heads of Department, Sudan

## **AWARDS & SCHOLARSHIPS**

- Malaysian Technical Cooperation Programme (MTCP) scholarship, Master's Degree, 2007

## **PUBLICATION**

**Book Title:** "Management of Course Portfolios Through a Smart E-Portfolio System"

**ISBN:** 978-3847303862

**Publisher:** LAP LAMBERT Academic Publishing (December 1, 2011)

## **Personal Strengths & Competencies**

- Excellent communication and presentation skills
- Good team leader and player
- Self-starter and good problem solving skills
- Building relationship
- Customer management

## **REFERENCES**

- **Dr. Norizan Mohd Yasin**

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