

Rawan Dar Nassar

Experienced Information Technology Support Specialist with a demonstrated history of working in the education Telecommunications industry and extensive expertise in successfully delivering high-profile regulatory and customer service improvement projects following ITIL methodologies.



LANGUAGES

- English (Fluent)
- Arabic (Native)



United Arab Emirates



Female, Jordanian



rawandarnassar@outlook.com



+971-58-1795946, +971-52-1583218



Visa on Father



Valid UAE driving License



SKILLS & STRENGTHS

Teamwork

Fast Learner

Leadership

Effective Communication

Critical

Continuing Education

Time Management

Trouble Shooting

Computer Modeling

Problem Solving



WORK EXPERIENCE

JULY 2019 – September 2020

IT /Application Support, Alef Education HQ

Abu Dhabi, UAE

- Devises trouble shooting (Laptops, Access points, IDF Rooms, Servers)
- Daily inspection reports to ensure proper recording, documentation and closure.
- Providing technical support across the company (this may be in person or over the phone)
- Training and Setting up accounts for new users
- Testing, Repairing, and replacing equipment as necessary
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Raise and solve tickets on SD + Using Service Desk tools (Manage Engine) for Upgrading, supporting, resolving and escalating all issues related to PCs ,laptops, printers, phones, LAN, and WAN, projectors or Smart boards.



EDUCATION

- 2013-2018 **Bachelor of Science, Biomedical Engineering**
Ajman University, Ajman, UAE



RESEARCH AND PROJECTS

- URC “2017 9th Annual Undergraduate Research Conference on Applied Computing” participant with Poster Presentation award and graduation Project “Smart Tremors Tracking System”.
 - IEEE GCC Congress 2017 “Bahrain” participant with poster “Smart Tremors Tracking System”.
 - DEWAHACKATHON” First Edition - Dubai Electricity & Water Authority's Student Hackathon 2017 powered by Square Circle Tech” participant “Pipeline Leakage Detector”
 - RTA Transport Hackathon 2017 participant “Join Me”
-



KEY COURSES

- **ITIL v4**
 - **Windows Administration**
 - **ISO/IEC 20000-1 IT Service Management**
 - **Communication and customer service**
 - **Chrome OS**
 - **Business Ethics**
 - **Time management**
-



COMPUTER SKILLS

- *Microsoft Office*
 - *Programming languages*
 - *C++*
 - *MATLAB*
 - *Arduino*
-



REFERENCE

Available upon request.