

Mahmoud Omar AL-Mughrabi

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➤ CAREER OBJECTIVE

In today's technology-driven world, where efficiency and excellence are key to success, I aim to bring both to the role of **IT Technical Support Executive**. My goal is to deliver exceptional technical support and customer service, ensuring seamless client experiences and optimized solutions.

➤ SKILLS

- Analytic reasoning
- Active Directory
- MS Exchange
- Problem Solver
- Work under Pressure
- ITIL
- Microsoft Office
- Supporting Mobility systems
- Windows and Mac

➤ LANGUAGE

- ENGLISH: Fluent
- ARABIC : Native

➤ EDUCATION

- Bachelor's degree in computer information systems (2012)
- Al Ahliyya Amman University - Amman- Jordan

➤ EXPERIENCE (12 Years)

IT Technical Support (Ministry of Defense Qatar)

Feb'2018 –(Dec 2024) Doha – Qatar

- Provide IT support by resolving technical issues, answering inquiries, and guiding users on software, and hardware functionality.
- Ensure smooth IT operations through troubleshooting, detailed instructions, and enhanced user experience.
- Deliver exceptional customer service by guiding users on IT tools, addressing inquiries, and implementing effective solutions.
- Install, configure, and maintain IT systems, including PCs, networks, and smart devices, to optimize functionality and performance.
- Manage system updates, patches, and backups to ensure security and reliability.
- Monitor and update service requests and incidents within the IT Service Management (ITSM) tool (MangeEngine).
- Supporting Software systems (Windows , MAC etc.) specifically when related to the company email systems.
- Collaborate with teams to implement and support new technologies.

IT Technical Support (Qatar Airways)

Sep'2016 – Jan'2018. Doha – Qatar

- Provide support for all Information Technology products and services by answering questions, fixing troubleshooting problems, instructing customers regarding software or hardware functionality.
- Monitor and update service requests and incidents within the IT Service Management (ITSM) tool (MangeEngine).
- Records customer and issue details in the Call Ticket System and updates tickets while maintaining strong customer relationships.
- Supporting Mobility systems (Android, Apple etc.) specifically when related to the company email systems.
- Resolves Level 1 Tickets. Escalate complex and/or high priority problems to the appropriate support groups for resolution.
- Supporting Windows and MAC Desktop Software .

IT Technical Support (Qatar Datamation Systems (QDS)

Jul '2015 – Sep'2016. Doha. – Qatar

Projects: BEIN Sports and Qatar Islamic Bank (QIB)

- Provide support for all Information Technology products and services by answering questions, fixing troubleshooting problems, instructing customers regarding software or hardware functionality.
- Guiding Customers concerning the use of computer hardware and software, including printing and responsible on the installation of IT tasks such as word processing, electronic mail, and operating systems.
- Provides on-site service support, installation and configuration with PC, Smart Devices, Telephony and Network solutions.
- Diagnoses and resolves end-user network or local printer problems.

Sales Engineer, HMI/SCADA (NECON Automation Company)

Mar '2013 – Mar'2015 Doha – Qatar

- Oversee the operation and maintenance of SCADA systems servers, workstations, networks, PC equipment, printers and related equipment including security requirements.
- Handled multiple enquiries whilst maintaining outstanding customer service.
- Create and read logic flow diagrams for program design.
- Enter commands, using computer terminal, and activate controls on computer and peripheral.
- Monitor the system for equipment failure or errors in performance.
- Assisted clients to select products or services best suited to needs.

➤ Trainings and Certificates

- COMPTIA A+
- COMPTIA Network +
- CCNA CISCO Networking Code :(CSCO12305578)
- ITIL ® v3 Foundation in IT Service Management.