



ALI ABDULRAHIM

Experience

IT Support – UNILABS (EXPO2020) [JAN2022]

Installing and configuring computer hardware, software, systems, networks, printers, and scanners

Monitoring and maintaining computer systems and networks

Responding in a timely manner to service issues and requests

Providing technical support across the company

Setting up accounts for new users

Repairing and replacing equipment as necessary

Testing new technology

training junior staff

July2017-until now freelancer- web development & design

<https://mostaql.com/u/Alito57/portfolio>

My Projects Link



UAE – DUBAI
Single 3/1/1994



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Personal summary

To secure a challenging position in a reputable organization to expand my learning knowledge, and skills.
secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Education

Tishreen university

Bachelor of technology -BTech,
information technology

Help Desk – Syriatel [SEP2017–sep2021]

*Performed diagnostics and troubleshooting of system issues, documented help desk tickets/solutions, and maintained equipment inventory lists.

*Provided computer help desk support via telephone, face to face and remote desktop communication with end-users utilizing customer service techniques and strong communication skills.

*Prioritized and escalate issues where required.

*Installed operating systems, software, antivirus and patches, and peripherals for users to ensure optimal performance.

*Provided technical training on hardware/software for new and existing users

*Created help desk documentation with step by step instructions on problem solving techniques.

*Resolved technical problems with Local Area Network (LAN), Wide Area Network (WAN) and other systems



july2016–july2016 customer service call center- - Syriatel mobile Telecom

- *Handle many inbound and out bound calls to customers and clients.
- *Identify the needs of customers, resolve issues and provide solutions.
- *Upsell others products wherever possible.
- *Follow the customer service script provided by the company for uniformity.
- *Read on company policies and the website for FAQs or policy related answers
- *Maintain good customer relations.
- *Meet personal targets and work towards meeting team targets.
- *Maintain records of the conversations with the customer and analyze the data.
- *Write and submit timely reports on performance, targets and customer queries.

Skills & Proficiencies

- Social media management.
- Website and google AdWords.
- Interpersonal communication skills.
- Strong internet marketing.
- Strategy campaigns and effective web presence for small to medium size business.
- Analytical skills.
- Dealing with clients and experience in both customer service.
- knowledge of IT and accounting tools.
- Excellent experience in Microsoft Office (excel word Power point).
- Develop future work plans.
- making reports.

Personal skills

- good communication skills.
- team work.
- work under pressure.
- time management.
- multitask.
- self-motivation.
- decision making.
- leadership.

Licenses and Certifications:

- negotiate [Dec2019]
- dynamic strategies [Dec2018]
- selling skills [Dec2018]

Languages: Native language: Arabic, English: fluent



