Abdalla Rabee

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Objective:

Highly skilled and proactive Website Support Engineer with 3 years of experience in providing exceptional technical support and resolving complex website issues. Seeking a challenging position in a dynamic organization where I can utilize my expertise in troubleshooting, database management, and customer service to contribute to the success of the team.

Summary:

I am seeking an opportunity to showcase my abilities in a growing company looking to effectively utilize their data to more adeptly provide statistical information to their clientele.
I am focused, adaptable, and dependable while also being a flexible self-starter who works independently and responds quickly to the changing needs of the organization.

Educational Qualification:

▸ Bachelor of Computer Science [2016]
      - Beni Suef University (Egypt)

Application Support Engineer (Remotely)

Exaado Company, Dubai, UAE   (Oct 2021: Present)

- All customer requests are promptly responded to and handled professionally, addressing any issues they may encounter in the shortest possible time with continuous availability.
- Professional experience in resolving website issues and repairing all databases.
- Organize and arrange the stages of troubleshooting and support by following a structured set of steps and checkpoints, ensuring optimal solutions are reached with great attention to detail.
- Immediate technical support is provided 24/7.
- Conducted thorough troubleshooting, debugging, and testing to identify root causes of issues.
- Collaborated with cross-functional teams, including developers and designers, to implement effective solutions.
- Implemented website updates and enhancements, including content management and user interface improvements.
- Monitored website performance, identified areas for improvement, and implemented optimizations to enhance user experience.
- Maintained a high level of customer satisfaction.

System Administrator

QAB Company, Ras Al Khaimah, UAE   **(Nov 2019: Oct 2021)**

- Manage and monitor all installed systems and infrastructure.
- Configuration, support and administration of Active Directory
- Implementing, monitor and troubleshooting the Hyper-V
- Hands-on multiple platform Windows, Linux.
- Troubleshoot system issues and resolve them in a professional, timely.
- Ensure security through access controls, backups, and firewalls.
- Upgrade systems with new releases and models.
- Supporting the day-to-day operations of our computer network.
- Develop infrastructure to create effective communication, efficient processes, and productive workflow within the company.
- Install, configure and maintain operating systems, application software and system management tools.
- Provide occasional after-hours support for infrastructure related emergencies as well as occasional weekend maintenance.

IT Support Specialist

Gulf Finance, Dubai, UAE   **(June 2018: Nov 2019)**

- Providing the very highest level of technical support and customer service to internal staff.
- Troubleshooting and maintenance Active directory, DNS and DHCP.
- Manage network servers and technology tools.
- Monitor performance and maintain systems according to requirements.
- Troubleshoot issues.
- Ensure security through access controls, backups, and firewalls.
- Upgrade systems with new releases and models.
- Installing and configuring new software and hardware components.

Skills:

- Computer literacy with excellent working knowledge of Microsoft Office apps.
- Proficient in website troubleshooting and issue resolution
- Strong knowledge of HTML, CSS, JavaScript, and other web technologies
- Expertise in database management and SQL
- Excellent problem-solving and analytical skills
- Effective communication and interpersonal abilities
- Ability to work under pressure and meet tight deadlines
- Up-to-date knowledge of modern web technologies and industry best practices
- Exceptional customer service skills

Languages:

- Arabic   : Native
- English : Fluent