AREAS OF EXPERTISE

*Customer Service*

*cases analysis*

*LAN/WAN technologies*

*Technical support*

*Addressing customer issues*

*Customer satisfaction*

*VM ware Systems*

PROFESSIONAL

*ITIL Certified*

*CCNA (C.A)*

MCSA *(C.A)*

PERSONAL SKILLS

*Implement best practices*

*Professional*

*Analyse problems*

PERSONAL DET AILS

*M: C/o 971502360357*

*E:* *musaab.376895@2freemail.com*

*DOB: 29/04/1981*

*Driving license: Yes*

*Nationality: Sudanese*

Musaab



Helpdesk support

PE RSONAL SUMMARY

A well presented, well mannered and articulate helpdesk support professional with extensive experience of performing diagnostics and resolving a customers technical problems via telephone, e -mail and one to one. Having a proven track record of successfully finding the root causes of problems, resolving them or forwarding suggestions for improvements. A problem solver who enjoys a challenge and can work well under pressure and who possesses strong customer service skills, good communication skills and attention to detail.

Looking for a company which will challenge my problem solving skills and allow me to continue to develop my knowledge and potential.

WORK EXPERIENCE

***General Authority of Islamic Affairs & Endowments (AWQAF) – UAE***

TECHNICAL SUPPORT June 2008 - Present

Responsible for supporting employees & providing efficient customer support for all 1st Line issues relating to Servers, Desktops, Lapt ops and peripherals. Supporting over 50 users on a day.



***Duties****:*



Providing technical support over the phone or Technical Support System to all employees.



Handling incoming incidents via the phone / e -mail promptly and effectively. Diagnosing and resolving a wide range of technical issues over the phone and Remotly.



LCD software Recovery and Diagnosis.



. Investigating and implementing ways of reduci ng calls to the Help Desk. Ensuring that all call details are captured and entered in the Technical Support System.



Answering & responding to all calls & requests within agreed time scales. Keeping customers updated as to progress.



Provide troubleshooting and configuration support for client desktop and networking environment.

KEY SKILLS AND COMPETENCIES



A good working knowledge of all levels of helpdesk support.



Excellent telephone manner and customer service skills.



Able to diplomatically manage customer's expectation.



Experience of setting up and maintaining hardware and software systems.



Ability to work shifts and weekends - occasional overtime / overnight.



Having the ability to listen to, understand and defuse difficult situations.



Experience of tracing Network problems



. Knowledge of all Microsoft office applications and operating systems.

ACADEMIC QUALIFICATIONS

B Sc ( Ho n s) Co mp u te r Engineering

***Omdurman Islamic University*** ***1999 – 2003***