Date of Birth: 19.08.1986

Nationality: Italian

**OBJECTIVE**

Seeking a challenging position where I can enrich my knowledge, skill and Experience with a company that values its customers and work for its growth

**SUMMARY OF QUALIFICATIONS**  
• 3+ years of extensive experience in supporting computers and networks  
• CCNA Certified , Network + , Help Desk Support Engineer   
• Highly skilled in troubleshooting hardware, software, LAN, WAN and operating system issues  
• In-depth knowledge of branded and non-branded PCs, laser printers, laptops, and peripherals and bar-code scanners  
• Hands-on experience in hardware repairs such as video cards, motherboards, and hard drives in addition to a number of software programs  
• Training course in (ADSL) in Syrian Telecommunication Establishment • TOEFL IPT Certified

**DESKTOP SUPPORT SKILLS**  
• Demonstrated ability to provide user support by means of remote access tools  
• Proven skills in Windows 7, Microsoft Office 2007/2010 and Antivirus software  
• Able to configure and use Microsoft Enterprise, Active Directory and IBM Lotus Notes  
• Documented success in responding all inquiries and tickets in a timely manner •Perfect Command of Microsoft Windows Systems**.** •Microsoft Windows Servers. •Network Installing (Routing, Switching, Cables). •End User Supporting**.** •Network Security. •Knowledge (IPV6).

**PROFESSIONAL EXPERIENCE**

**Technical Support Engineer – Samsung Gulf – Dubai – Dec 2014 till present**

• Assessing a venue's audio video and home appliances equipment, and recommending or organizing upgrades when necessary.  
• Troubleshooting common AV and Mobiles equipment problems and finding solution for unpopular issues.

• Arranging and attending on site visits to Samsung authorized service centers to check the service process.

• Coordinating with field engineers and technical support team to follow up the service requests.   
• Defining the right channel and coordinating with the technical support field for abnormal cases.   
• Testing Beta software versions of new product release, identifying bugs, performance issues and reporting the detected issues to the development teams in HQ   
• Weekly technical and soft skills trainer. Coaching, observing and relay training needs to staff.

**Help desk analyst – Shift Center – Damascus – Dec 2013 – May 2014**

• Provide support to end users relating to hardware and software, computer applications, LAN components and peripherals  
• Carry out on-site analysis, identification, and resolution of difficult desktop problems for end users  
• Supervise complaint [ticketing system](http://coverlettersandresume.com/support/desktop-support-specialist-resume-sample/) and follow timely resolution of all work orders  
• Install, organize, test, maintain, check and troubleshoot end user workstations and interrelated hardware and software  
• Recommend and apply solutions, including on-site repair for remote users

**Electronics Salesman – AL Hariri Electronics – Damascus – Sep 2012 – Nov 2013**

• Sells electrical or electronic equipment, such as TV, PC and Home Appliances to businesses and industrial establishments.  
• Analyzes communication needs of customer and consults with staff engineers regarding technical problems  
• Trains establishment personnel in equipment use, utilizing knowledge of electronics and product sold.  
• Negotiates terms of sale and services with customers.  
• Inspects, tests, and observes chemical changes in water system equipment, utilizing test kit, reference manual, and knowledge of chemical treatment.

**EDUCATION**  
Bachelor Degree. In Telecommunication Engineering, Almamoun University.   
Syria, Aleppo, 2011

**SELECTED ACCOMPLISHMENTS**  
• Reorganized [help desk](http://coverlettersandresume.com/support/desktop-support-specialist-resume-sample/) procedures, shortening response time from 30 to 15 minutes  
• Designed and implemented a new network strategy  
• Trained and coordinated activities of 5 [help desk](http://coverlettersandresume.com/support/desktop-support-specialist-resume-sample/) personnel, whose efforts resulted in good user experience

**INTERPERSONAL SKILLS**  
• Excellent communication and relationship-building skills. • Ability to communicate effectively with at all levels of employees and management. • Exceptional customer service skills. • Solve problems accurately and quickly. • Dealing with different nationalities. • Push activities. •Bear the pressures of work**.** •Leadership Skills. • Communication Skills with the Team. •Proactive, well organized team member, with a strong communication and interpersonal skills**.**

**Languages**

• English very good (spoken ,written and reading)

• Arabic very good (spoken ,written and reading)