

ABDUL RAHMAN



HELPDESK SUPPORT / CUSTOMER SERVICE EXPERT

CONTACT

+971 55 2287121
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Dubai, UAE

Sponsored Family Visa (Spouse)
COVID Vaccinated

EDUCATION

BACHELOR IN SCIENCE & IT
Shobith Univerisity, India

SKILLS

➤ PROFESSIONAL

Customer Relations
Problem Solving
Training and Skill Development
Clear Communication Skills
Creative and Resourcefulness
Patience
Attentiveness
Ability to use Positive Language
Time Management
Project Implementing
Account Management

PROFESSIONAL PROFILE

Enthusiastic Help Desk/ Customer Service professional seeking to benefit an IT Department with complex technical knowledge and strong time management skills. Skilled at building rapport with diverse individuals while handling complex technical issues. A professional with extensive experience of performing diagnostics and resolving technical problems via telephone, remote support, and e-mails. Having a proven track record of successfully finding the root causes of problems. A problem solver who enjoys challenges and can work under pressure and who possesses strong customer service skills and attention to detail. Looking for a company which will challenge my skills and allow me to develop my knowledge and skills

WORK EXPERIENCE

HELPDESK SUPPORT – TANFEETH (EMIRATES NBD)

December 2015 – August 2020

- Backing up and restoration of user's critical data.
- Resolving hardware related issues and replacing of hardware parts.
- Managing, configuring and troubleshooting of local and wireless printers and projectors.
- Coordinating with the change management team and ensuring that the change management policies are implemented.
- Providing L1 support for the customized central bank WPS banking applications and intranet sites.
- Gathering clients queries and analyzing the root cause and provide best solution.

TECHNICAL SUPPORT ENGINEER (TL) – HEWLETT-PACKARD

Cupola Teleservices – Dubai | September 2013 – March 2015

- Coordinating break/fix issues with service partners.
- Managing and leading the technical support team.
- Coordinating the tasks of the team members.
- Training new employees for quality skills and technical troubleshooting.
- Investigating and solving customers queries and assisting them in restoration of OS/Data
- Handling escalations.

TECHNICAL SUPPORT ENGINEER – HEWLETT-PACKARD

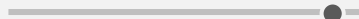
Cupola Teleservices – Dubai | September 2010 – September 2013

- Providing technical solutions including technical details sufficient for product definition.
- Performing remote troubleshooting through diagnostic techniques and pertinent questions.
- Determining the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process.
- Providing product updates and technical advices to the customers.
- Direct unresolved issues to the next level of support personnel

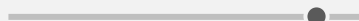
SKILLS

➤ TECHNICAL

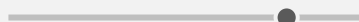
Microsoft Office Suite



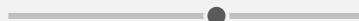
Application Tracking Systems



SAP



WAN/LAN FTP & DNS



Adobe Photoshop and Illustrator



ACHIEVEMENT

CLIENT CARE EXCELLENCE

AWARD) (ENBD

2015-16 – Dubai

MADE A DIFFERENCE

FILICITATION

Cupola Teleservices, Dubai

2012 - 2013

STAFF OF THE MONTH AWARD

Cupola Teleservices, Dubai

2008-2009

INTERESTS

Innovation and Startups

Tech savvy

Reading

Music

WORK EXPERIENCE CONTINUED

CUSTOMER-CARE REPRESENTATIVE – HEWLETT-PACKARD

Cupola Teleservices – Dubai | Jul 2007 – September 2010

- Serving as the first point of contact for customers seeking technical assistance over the phone or email
- Handling HP Value process operations for the MEMA region.
- Managing and coordinating with DHL logistics and field engineers.
- Handling the Managed Services cases with the HP partners: Ericsson, Eli Lilly, Wärtsilä.
- Supporting products like high end business servers and storages. (ISS,BCS, ALPHA and Procurve networking).
- Providing technical process training to new employees.
- Tracking international shipments associated to the HP commercial parts.
- Taking up all the escalations within the team and with the onsite engineers.
- Ensuring the defined service level agreements are met and the customer satisfaction

REFERENCES

MR. AHMAD SHAHEEN

Operation Manager

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MR. HANEEF. P

Team Captain

ENBD IT Transactions Manager

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