

ABDUL RAHMAN



HELPDESK SUPPORT / CUSTOMER SERVICE EXPERT

CONTACT

-  +971 55 2287121
-  slyshoaib@gmail.com
-  Dubai, UAE
-  Sponsored Family Visa (Spouse)
-  COVID Vaccinated

EDUCATION

BACHELOR IN SCIENCE & IT

Shobith University, 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

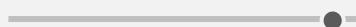
Cupola Teleservices – Dubai | September 2010 – September 2013

- 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

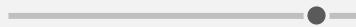
SKILLS

➤ TECHNICAL

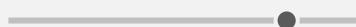
Microsoft Office Suite



Application Tracking Systems



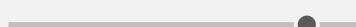
SAP



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 | July 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

Cupola Teleservices - Dubai

+971 55 1245670

Ahamad.Shaheen@cig.ae

MR. HANEEF. P

Team Captain
ENBD IT Transactions Manager

+91 556390971

ThottanH@EmiratesNBD.com