

Personal details

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Work Experience

Jul 2017 – Dec 2021

Technician
ABMCARE Apple Authorized Service Center

Job Responsibilities:

1. Ensure that the service procedure is followed by the team.
2. Operations tasks, inbound shipments documentations, collaterals.
3. Handling premises and maintained as per the Apple Guidelines.
4. Maintain high level of customer satisfaction.
5. Maintain the KBB clock return with Apple.
6. Achieving targets set by the management.
7. Handling the overall services and maintenance procedures.
8. Make the service center a successful business and destination for customers with good reputation.

Jan 2015 – May 2017

IT Specialist
Protel

Job Responsibilities:

1. Review diagnostics and assess the functionality and efficiency of systems
2. Implement security measures
3. Monitor security certificates and company compliance of requirements
4. Offer technical support to company staff and troubleshoot computer problems
5. Install and update company software and hardware as needed
6. Anticipate and report the cost of replacing or updating computer items

Aug 2012 – Dec 2014

Help Desk
Class Cellular's

Job Responsibilities:

1. Responding to queries via chat, email, or phone.
2. Training other staff members on troubleshooting and diagnosing problems.
3. Writing, editing, and revising training manuals for new and updated software and hardware.
4. Providing technical assistance for questions and problems.

Education

2012-2014	Superior Technician Systems & Networks Bir Hassan Institute
2009-2012	Baccalaureate technical in Electronic(BT3) Bir Hassan Institute

Skills

- Network: CCNA (Routing & Switching), Wireless Network Connectivity, LAN, WAN, VPN, Network Implementation.
- Ability to maintain composure and customer focus while troubleshooting and solving technical issues.
- Trained customers on how to properly use Apple products.
- Apple Certified service fundamental, IOS & Macintosh Technician

Certificates

- Apple Certified IOS Technician
- Apple Certified Mac Technician
- CCNA (Routing & Switching)

Languages

Fluent in Arabic, English