Ali Hasan Zahedah
+971585938971 | ahzuae93@gmail.com | Dubai, United Arab Emirates
Linkedin: ali-zahedah

PROFESSIONAL SUMMARY

Information Technology Support Specialist with Seven years of experience in supporting internal teams, streamlining records management, and organizing employees' tasks Skilled in software environments, and online store management, Experienced user of Google Workspace, Amazon Seller Central and Web services

EXPERIENCE

IT Support Specialist, Practice OQS FZCO   June 2023 - Present

- Streamline records management, entering client data accurately and efficiently in Excel spreadsheets
- Organize employees' tasks, for a smooth work process
- Manage online stores (Amazon & Noon), add listings, and coordinate sales data caused increase in sales
- Update store policies to rapidly adapt to new rules and regulations introduced in 2024
- Upgrade, install, and configure computer hardware, software, systems, networks, printers, and scanners to apply a stable workspace environment
- Configure VMware and Hyper-V virtualization technologies for unattended work

Supervisor, Flash Telecom Mobile Phones   Oct 2022 – June 2023

- Manage workspace to reduce customer wait time
- Manage workflow for smooth performance to increase production
- Prepared invoices and client payments using QuickBooks, totaling AED 2M+ in annual revenue

IT Support Specialist, Syriatel Mobile Telecom   Oct 2016 – Sep 2022

- Support internal team with IT Services, Consulting, and Solutions
- Solve problems and PC software troubleshooting
- Oversee IT Infrastructure, Windows Server, and Network to maintain stable services
- Provide solutions for customers' IT problems for satisfied customer service.
- Upgrade, install, and configure computer hardware, software, systems, networks, printers, and scanners to maintain a stable work environment
- Create IT support repository documentation and FAQ with regular updates

Web Developer, Burgas Tech [Part Time Remotely]   Dec 2020 – Sep 2022

- Understand customer needs to reduce the time required to complete the project
- Design websites using HTML, CSS, JavaScript, and jQuery
- Developing using (PHP - Laravel – CodeIgniter - Node JS)
- Design Shopify e-commerce website

EDUCATION

Bachelor's degree, Information Technology Engineering   Oct 2018

Information and Communication Technology Engineering collage (ICTE) – Tartous University

Master's Degree, Web Technology   2021 Finished first year only

Syrian Virtual University (SVU)

CERTIFICATES
Google IT Support Professional Certificate   ***2023***
Google By Coursera

AREA OF EXPERTISE
IT Consulting, Customer IT Support, Server and network concepts, Web Development, PHP, MySql, JQuery, JavaScript, Designer, Photoshop, Illustrator, Web Design, Calligraphy, Microsoft office, office 365, google docs

SKILLS
Customer support, troubleshooting, problem-solving, Graphic Designing, Active Listening, Attention to Detail, Teamwork, Communication skills, Support Internal Teams, Data Entry, Stress Tolerance, Able to Work Independently, amazon seller, noon seller, ITIL, and CCNA Skills, Network infrastructure, Databases, Windows, Linux, iOS, MacOS Quickly Learn New Technologies, Programming, Internet Services, Print Design, Data entry, Office 365