Abdel Chafii

10 years experience in Support and IT, with advanced technical and functional skills. Critical thinking and Problem solving. Strong background in data analysis,Security, Processing and management.

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Professional experiences

Global Support Service Specialist

ADP (Celergo). Barcelona: Mar 2021 - Actually

Celergo Payroll Processing & Calculation, Functional and Technical Support.

Service Request queues monitoring and Escalation process management.

SME in Access Management and eService/Siebel

SME in Data Integration (WD, WFN, Oracle, HCM) CGC Configuration,Troubleshooting, Errors monitoring & Reporting.

Participation and Coordination in Projects Piloting (Integration Hub, Data Purge…)

Participating in GSS Team Internal meetings, KB Documentation, Process updates and publication, New joiners Onboarding…

Calls organization for high priority support requests with: Client Services, SDMs, Product and Implementation teams.

IT Support Analyst L1 - T2

Computacenter (Airbus). Barcelona: Jul 2014 - Jul 2020

T2 Support team: Critical Incidents and Sensitive users.

Coordination with Quality and Training teams.

KB updates and New starters Onboarding.

IT Support Analyst L1

Computacenter (Air Liquide & Airbus). Barcelona: Apr 2013 - Jul 2014

Multilingual Technical Support L1.

Booking / Support team Agent

Avis Budget Group. Barcelona: Apr 2012 - Nov 2012

Booking and Support team roles.

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Education

Human sciences University Hassan II, Casablanca

Law – **(undergraduate)** – Sep 1998 - Jul 2000

ISTA – OFPPT, Casablanca: *Technicien en Restauration*

Tourism and culinary arts – Sep 2000 - Jul 2002

Skills & Knowledge

ADP HR systems, Microsoft Dynamics CRM, Active Directory, Packet Tracer, AutoSwap & Files Imports, Data Analysis, Notepad++ & XML Editing, Networking, SORs & Data Integration, Oracle fundamentals, Cybersecurity fundamentals, Basic SAP skills, Central BI Reports and Analysis, Projects Management, Functional skills, Excel

Courses & Certifications

- **Celergo Learning Path**
- **HR Agile Methodology Introduction**
- **AWS Cloud Practitioner Essentials - AWS**
- **Cybersecurity Essentials - Cisco Academy**
- **Introduction to Packet Tracer - Cisco Academy**
- **Cloud Computing - Google Activate**
- **NDG Linux Unhatched - Cisco Academy**
- **Linux Essentials Professional Development Certificate - Cisco Academy**
- **Oracle Fundamentals**
- **Celergo Training**

Languages

English, French, Spanish, Catalan and Arabic