

## About me

Adviser/Influencer profile, with over 10 years of experience in Support Services and IT roles. I have honed advanced critical thinking and problem-solving skills, allowing me for an efficient and seamless adaptation to new environments. My background encompasses Support services, data analysis, Access administration, and Project Management. Currently, I am actively involved in global support projects, including Data Integration Services, Process Model, Methodology, SLAs, and RCA analysis. Proficient in Jira and experienced in Power BI reporting..

I am an enthusiast of blockchain, IoT, and Big Data.. Captivated by their revolutionary potential to reshape industries and unlock unprecedented possibilities..

## Professional Experiences

### **Global Service Support Representative at ADP - Automatic Data Processing**

March, 2021 - Present

SME in Global Support for the EMEA Region team, working with an iterative and incremental approach to project management, with a focus on collaboration, flexibility, and continuous improvement.

I am working on different projects/activities, Service Catalog, Scope definition, Projects piloting for new enhancements/Features/Portals. I am providing support services, mostly in Escalations cases and ensuring adherence to SLA timelines. Additionally, I play a key role in data integration initiatives, where I am responsible for errors monitoring and RCA analysis.

Within this role, I am leveraging my knowledge in frontend and backend systems, to conduct RCA and thorough investigations to identify and address support/data-related issues.

I am performing data analysis and modeling, utilizing analytical techniques to extract insights and reports - Central BI.

Communicating findings, Documentation publication and recommendations to stakeholders.

I am collaborating in cross-functional teams, providing System config training, assisting Knowledge Transfer and Investigating the Transition to Service completion.

### **IT Support Analyst - T2 at Computacenter (Airbus)**

July, 2014 - July, 2020

My role as T2 was focused on Providing Support to L1 Analysts and covering Escalations and High priority SRs for Airbus Account Admin/VIP users, managing access requests, and resolving errors related to Microsoft Office, Network cases, Active Directory, and SAP transactions errors reports. I am skilled in analyzing and troubleshooting technical issues, documenting solutions. My proficiency in these areas has enabled me to be in collaboration with Account Management, Quality and Training teams.

### **IT Support Analyst at Computacenter (Air Liquide)**

April 2013 - July 2014

During my time As an IT Analyst, I possessed strong technical support skills with specialization in incident resolution, backlog management, access authentication, and Microsoft Office support. I excelled in providing customer support through various channels like chat, phone, and email. Multilingual Support for EN, SP, and FR speakers. Additionally, I was familiar with ticketing systems and user Portals.

### **Booking/Support Team Agent at Avis Budget Group International**

March, 2021 - Present

Booking Agent for Renet CAR Service Desk, my responsibilities included handling bookings and Cards sale while ensuring compliance with relevant legislation by countries. I also provided support to customers by addressing queries and resolving issues related to their bookings or loyalty program.

## Abdel Chafii

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## Skills & Knowledge

Database Systems: Oracle, Workday, Successfactors

ADP HR systems - WFN

Microsoft Dynamics CRM

Power BI

Ticketing Systems: Jira Service Management, Siebel, Remedy

Active Directory

Packet Tracer

AutoSwap & Files Imports

Networking

Data Integration

JIRA

Sharepoint & Confluence

Basic SAP skills

Microsoft Office - Excel

Functional & Technical skills

Education

Law from Human Science Hassan II University - Casablanca  
1998 - 2000  
Master Not completed

Hostelry from ISTA - OFPPT  
2000 - 2002  
Graduated "Technicien en Restauration"

Languages

English, French, Spanish, Catalan and Arabic

Courses & Certifications

ADP - Celergo Learning Path

Data Integration Fundamentals

AWS Cloud Practitioner Essentials

Cybersecurity Essentials

Introduction to Packet Tracer - Cisco

Cloud Computing

Chat GPT cOURSES

NDG Linux Essentials

Oracle Fundamentals