



# Abdel Chafii

Sr Global Support Services Representative

## Contact

abdel.chafii@outlook.com

Barcelona (08014) Spain

(+34) 662118064

[Linkedin](#)

## Skills

ADP HR systems

Data Integration: ADP HCM systems, Oracle, Workday, Successfactors.

Root Cause Analysis

Microsoft Dynamics CRM

Power BI reporting

Project management

Dynatrace Monitoring

Data Analysis

Sharepoint & Confluence

SAP - Basic

Microsoft Office - Excel

HTML & CSS - Basic

Technical/Soft skills and Adaptability

....

## About me

Adviser/Influencer. With over 10 years in Support Services and IT, I possess advanced critical thinking, problem-solving and Soft skills, and a versatile background in data analysis, Access Management and Process Improvement. I am currently responsible of global support projects activities related to Celergo Product, In collaboration with Integration, Implementation, development and Security teams,  
Quick learner with a strong ability to adapt to new tools and eager to acquire additional skills  
Enthusiastic about blockchain and AI for their revolutionary potential in remodeling industries and unlocking unprecedented possibilities.

## Experiences

**ADP - October, 2023 - Present**

### Senior Global Service Support Representative at ADP

As SME of Celergo Product, I am serving as Escalation Point and assigned to address the RCA in collaboration with cross-functional teams

Collaborating with internal teams and stakeholders involved in the processing of Payroll/Integration in Production Environment - Go Live events.

Handover Documentation, SharePoint Administration and KB maintenance  
Transition to Service post approval monitoring and contributing to the overall effectiveness of service delivery

Sharing knowledge and Contributing in OBT Sessions.

**ADP - March, 2021 - September 2023**

### Global Service Support Representative at ADP

Participating in CS projects: Service Model and Scope, SLA, Transition to Service, Monitoring and Reporting

Collaboration with DEV/Implementation teams: Call sessions, training and sharing documentation related to Support Model, New enhancements and Releases knowledge transfer

Collaborating closely with Integration team: Monitoring Live Client data integration errors, Reporting technical failures, SORs configuration/update

Internal Projects: SR queues Management and Support, Service Catalog, Power BI Reporting - Team performance, Escalations Process and KPIs

## Courses

ADP - Celergo Learning Path

ADP - Project Management course

Agile Scrum Master Certification Training

Oracle Cloud Infrastructure - Certified Foundations Associate - Udemy

Data Integration Fundamentals - Udemy

Oracle Data Integrator (ODI) 12c Developer Course

AWS Cloud Practitioner Essentials

Cybersecurity Essentials - Cisco Academy

Introduction to Packet Tracer - Cisco Academy

Cloud Computing - Google

Chat GPT courses - Udemy

NDG Linux Essentials - Cisco Academy

Providing support to CAMs: Access Administration, Configuration, Integration failures investigation, Import and Export files errors, Mapping. Additionally, providing Guidance, Analysis and reporting for decision support and Improvements

**Computacenter - July, 2014 - July, 2020**

**T2 IT Support Analyst - Airbus**

Focused on Providing Support to L1 Analysts, covering Escalations and High priority SRs for Airbus Account Admin users/Privileged contacts

**Computacenter - April 2013 - July 2014**

**IT Support Analyst - Air Liquide**

Multilingual IT Support for EN, SP, and FR speaker

**Avis Budget Group - April, 2012 - October, 2012**

**Booking/Support Team Agent**

Booking & Service Desk Support tasks

## Education

**Human Sciences Hassan II University - Casablanca**  
**1998 - 2000**  
**Human Science - Law**

**ISTA - OFPPT**  
**2000 - 2002**  
**Technicien Spécialisé en Restauration**

## Languages

English, French, Spanish, Catalan and Arabic