



Abdel Chafii

Global Service Support Representative

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About Me

Adviser / Influencer with over 10 years of experience in Support Services and IT roles. I have honed advanced critical thinking and problem-solving skills, allowing for a 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 Central BI reporting..

Contact Info

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Professional Skills

ADP HCM Systems - WorkforceNow

EXPERT

Ticketing Systems: Jira Service Management, Siebel, Remedy

EXPERT

CRM Dynamics

EXPERT

Central BI

ADVANCED

Active Directory

ADVANCED

SharePoint & Confluence

ADVANCED

Microsoft Microsoft

ADVANCED

Database Systems: Oracle, Workday, Successfactors

BEGINNER

Java, JavaScript, SQL

BEGINNER

HTML & CSS

BEGINNER

Work Experience

Global Service Support Representative at ADP - Automatic Data Processing

March, 2021 - Present

SME in EMEA Region Support 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 topics, from conducting RCA analysis of incidents, and ensuring SORs alignment, data analysis and providing Central BI reports to assist with decision-making and implemented solutions to resolve data integration and technical errors. My main role includes investigating payroll processing errors, documenting findings and publication, and analyzing payroll data to maintain accurate records and ensure compliance with regulatory requirements.

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 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 Renault 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.

Education

Law from Human Science Hassan II University - Casablanca

1998 - 2000

Master Not completed

Hostelry from ISTA - OFPPT

2000 - 2002

Graduated "Technicien en Restauration".

References

ADP - Celergo Learning Path

ADP Internal eLearning Portal

Data Integration Fundamentals

Udemy

AWS Cloud Practitioner Essentials

AWS Academy

Cybersecurity Essentials

Cisco Academy

Cloud Computing Fundamentals

Google Activate

NDG Linux Essentials

Cisco Academy

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SEND



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