

Slimane Rabout

Support Engineer

Skills

Slimane Rabout

Frankfort IL 60423

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- Excellent Customer Experience
 - Windows and Mac Operating Systems
 - Microsoft Office Suite
 - Problem Solving and Troubleshooting
 - Time Management, Communication, and Interpersonal Skills
 - AWS Cloud Services , Sagemaker, Connect
 - Using Python to create Scripts to manage everyday tasks

Experience

IT Support Engineer II AWS LCC *Amazon* | May 2022 - Present

- Provided global online customer support through Amazon Connect (Omnia) to resolve technical issues with computers and software, adhering to defined processes and guidelines.
- Managed customer support tickets, ensuring timely resolution and follow-up using Chime and Slack.
- Conducted onboarding sessions for new hires, facilitating a seamless Day 1 experience.
- Trained customers on software applications and delivered technical guidance via Bomgar remote tool.
- Installed and configured software applications, printers, and peripherals for customers, guaranteeing efficient call distribution and meeting service-level objectives.
- Configured and maintained hardware and software systems, updating customer information in the database using Asset Manager.
- Implemented AWS services, such as Sagemaker, to enhance customer satisfaction and ensure careful navigation with multitenancy.
- Navigated AWS Connect within a multitenant environment, maintaining data separation and privacy for multiple clients.

Opstech IT II Technician *Amazon* | January 2021 - May 2022

- Collaborated with vendors to locate replacement components and resolve advanced technical problems.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Analyzed user problems, utilizing test scripts, personal expertise, and probing questions.
- Conducted inventory counts and organized supplies.
- Responded to support requests, guiding individuals through basic troubleshooting tasks.
- Troubleshoot and diagnosed a wide range of technical issues, ensuring accurate resolution.
- Managed over 5000 end users with station equipment.
- Conducted mini IT classes for Area Managers, resulting in quicker resolution of SLAs.
- Implemented problem reporting kindle in high problem areas to proactively resolve escalations.
- - Assisted in new building launches, providing training to new hires

and setting up state-of-the-art AR technology.

- - Introduced automation to streamline processes and reduce stress.

Field Service Technician *NCR* | April 2017 - January 2021

- - Supported Cisco data centers and performed server and UCS installations and managed projects.
- - Led multiple self-checkout installs and maintenance projects for supermarts like Walmart and Jewel Osco.
- - Provided troubleshooting and server support in both in-person and remote scenarios.
- - Conducted secondary training for personnel struggling with technological tools and systems.
- - Managed service schedule for software and hardware, performing scheduled work, installations, testing, and repairs.
- - Offered technical support through on-site visits and telephone consultations.
- - Improved user experience through support, training, troubleshooting, system improvements, and effective communication.
- - Configured hardware and software for optimal network performance.
- - Thrived in fast-paced environments, meeting tight deadlines successfully.

Education and Projects

WGU/ Bachelors in Information Technology

Salt Lake City, UT | January 2018 - January 2020

Amazon Project Aiva

Lead researcher and confounder of "Aiva" a machine learning Chatbot that communicates with customers and employees using Aws Lex. Gathered data and analyzed chats to teach the Aiva on how to identify and make better decisions and communicate in a more humane manner.

Project IT ticket burndown

Controlled and lead a team of 10 support engineers to solve our high and aging ticket count for the help desk. Resolved a 100 tickets per day to lower the queue of 2000+ tickets. Communicated with the customer requests to solve their issues quickly and efficiently.

Certificates

- **CompTIA** A+, Security+, Network+, Cloud+, Linux+ | November 2020

- **AWS** Cloud Practitioner | January 2023

- **ITIL** v4 | September 2020

- **Cisco** CCT Data Center | September 2021