



# SA'ED SHEHADEH

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## PROFESSIONAL SUMMARY

Dedicated IT industry professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting software & hardware problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

## SKILLS

- System optimization
- Critical thinking
- User training
- Troubleshooting and diagnosis
- SOP development
- Quality assurance
- User guidance
- Hardware updating
- Computer workstation setup
- Salesforce tickets
- Analytical thinking
- Root cause analysis
- Data security
- Incident responses
- Team Leadership

## EXPERIENCE

Help Desk Team Lead

June 2019 - Current

Honorlock | Boca raton , Sw 10th

- Restored performance by completing basic repairs to hardware, software, and equipment.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Oversaw daily agent performance.
- Read technical manuals, conferred with users, or conducted computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Improved user performance by training each in hardware and software use.
- Maintained detailed records of daily support activities and resolutions.
- Helped users via telephone to diagnose and triage problems.
- Set up equipment for employee use, ensuring proper installation of cables, operating systems, and appropriate software.
- Contributed ideas for improving work processes.
- Helped team handle high-volume work by prioritizing tasks and organizing supplies.
- Approached and solved work problems with initiative and sound judgment.
- Worked effectively with a diverse team to accomplish daily objectives and meet long-term goals.
- Troubleshoot problems and develop successful solutions.
- Educated customers on simple methods to solve common software and hardware issues.
- Implemented remote troubleshooting techniques to solve common software and hardware issues.
- Drafted SOPs for IT department procedures and distributed them to appropriate personnel.
- Performed troubleshooting and diagnosis for issues related to software and peripheral equipment.
- Kept team on task by tracking schedules, monitoring deliverables, and troubleshooting technical problems.
- Monitored and responded to tickets using the CRM system.

- Maintained a knowledgeable, efficient team through regular training sessions and team meetings.
- Responded promptly to all incidents and requests after effective analysis and documentation. Managed workstation functionality through proper setup, configuration, and testing.
- Safeguarded data and network access through security-related support functions.
- Addressed and resolved routine user issues.
- Protected customer and company information with strict use of established security procedures.
- Maximized satisfaction by anticipating needs and consistently offering expert support.
- Handled customers' advanced needs with properly escalated calls and scheduled service appointments.
- Answered customer questions about policies and procedures with a friendly and knowledgeable approach.
- Followed up with previously assisted customers to offer additional support and check satisfaction with resolutions.
- Recaptured customer loyalty with expertise in de-escalating conflicts and building personalized solutions.
- Updated records with all interactions and customer transactions.
- Helped improve processes and products by relaying customer feedback.
- Resolved customer grievances consistently, collaborating with team members to achieve creative solutions.
- Resolved issues based on thorough investigations of concerns.
- Maintained detailed records of daily interactions with customers, including contacts, fulfillment actions, and processing of support agreements.
- Accommodated wide-ranging customer experience levels by adjusting technical support strategies.
- Guided users through step-by-step solutions following pre-determined scripts and technical troubleshooting procedures.
- Diagnosed and resolved technical hardware and software issues.
- Met performance targets by guiding calls with excellent communication skills and a decisive approach.
- Used Salesforce to track, resolve, and document help tickets.
- Verified completion and quality of the opening and closing duties.
- Met coverage demands by setting effective schedules and optimizing assignments.
- Protected team members from unsafe practices and environments, monitoring and correcting conditions.
- Built a performance-oriented team by teaching successful strategies and promoting a positive culture.
- Helped employees take on leadership positions, teaching and cross-training each to maximize operations knowledge.
- Optimized performance by tracking and analyzing KPIs such as customer satisfaction and response and resolution time.

General Manager

March 2008 - June 2017

Kwik inc | Sunrise , Florida

- Resolved employee, customer, and vendor issues using strong conflict mediation and problem-solving abilities.
- Guaranteed top-notch service standards and memorable customer experiences for every guest.
- Managed special events with practiced eye for important details such as vendor schedules and expected demand.
- Improved business operations by tracking trends and adjusting business strategies to better align with needs.
- Maintained optimal employee coverage for business needs with well-prepared team schedules.
- Built a strong, resilient team by identifying and onboarding highly qualified candidates for key front-line and senior management positions.

- Delivered products of consistent quality to customers by working directly with vendors on delivery and production issues.

## **EDUCATION**