Ibrahim Alzubaidi

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PROFESSIONAL SUMMARY

Strategic, analytical, and tech savvy professional who holds a Bachelor's Degree in Computer Information Systems from Arizona State University with strong skills in diagnosing and resolving hardware, software, and network issues to maintain optimal system reliability. Recognized for demonstrating a natural aptitude for navigating complex technology initiatives as well as for optimizing procedures that boost operational productivity. Strives to stay abreast of the latest technical trends, software innovations, and best practices to continuously advance skill sets and offer expert technical support.

CORE COMPETENCIES

- Technical Support
- Testing Methodologies
- Troubleshooting Expertise
- Root Cause Analysis
- Regulatory Compliance
- Systems Administration
- Process Improvement
- Excellent Communication
- Cross-Functional Collaboration

WORK EXPERIENCE

Arion Care Solutions, LLC | Chandler, AZ, USA   Feb 2022 – Present
Technical Support Specialist

- Thoroughly analyze and address bottlenecks within the EVV system, resulting in a 15% reduction in reported issues, enhancement to system performance, and improving user performance satisfaction
- Develop and deliver technical training materials to ensure team members remain up-to-date with new software, systems, and to verify accuracy of system utilization and quality
- Collaborate cross-functionally with software and engineering teams to resolve technical support tickets promptly during system outages, as well as to provide feedback on trends or application quality for improvements
- Spearhead continuous process improvement initiatives including optimizing website performance and testing outputs of upgrades, successfully achieving a 20% speed improvement and increased user satisfaction
- Strategically plan testing protocols to optimize efficiency and effectiveness in identifying and resolving technical issues
- Enhance user experience by optimizing the website's contact form, resulting in a 40% reduction in response times
- Implement DocuSign for digitizing and expediting the form signing process, thus improving customer satisfaction
- Perform test procedures following issue resolutions to verify proper system functionality, ensuring seamless performance and reliability with strict alignment to regulatory compliance
- Maintain meticulous attention to detail in identifying trends in technical support requests, resulting in providing recommendations on areas of improvement in documentation and testing processes
- Showcase strong interpersonal communication skills in conveying technical information to non-technical users, leading to high comprehension of remote support and prompt system resolutions

EDUCATION

Arizona State University | Tempe, AZ   Graduated: Dec 2021
Bachelor of Science (BS), Computer Information Systems (GPA: 3.45/4.0)

Relevant Coursework:

- Computer Applications & Information Technology
- Fundamental of Coding
- Business Info Systems Development
- Business Database Systems
- Enterprise Web Technology
- Enterprise Process Analysis & Design

TECHNICAL SKILLS

- Programming: HTML, CSS, JavaScript
- Content Management & Graphic Design: WordPress, Canva, Pictory AI
- Microsoft Office Suite: Excel, Word, Outlook, SharePoint, Power Automate, OneDrive
- Languages: Arabic, English