



## **MHD RABIE AL GHABRA**

Dubai – UAE

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### **Information Technology Engineer & Front-End Developer**

#### **OBJECTIVE**

Information Technology Engineer with strong expertise in front-end web development, building responsive applications, and providing technical support. Seeking a challenging role to apply engineering and development skills to deliver efficient solutions and enhance user experience.

#### **WORK EXPERIENCE**

##### **Front-End Web Developer**

**Dubai, UAE**

##### **Valus Information Technology**

**SEPT/2024 – Present**

- Develop and maintain responsive, scalable, and high-performance web applications using HTML, CSS, JavaScript/TypeScript, React.js, Next.js, and Tailwind CSS.
- Build reusable, high-performance UI components following modern front-end best practices.
- Collaborate closely with UI/UX designers and back-end developers to efficiently implement user-centered designs.
- Optimize web application performance, SEO, and accessibility to ensure fast loading times and an enhanced user experience.
- Debug and resolve front-end issues across multiple browsers and devices, ensuring cross-browser and cross-device compatibility.
- Use Git and GitHub for version control and collaborate within an Agile/Scrum development environment.
- Stay up-to-date with emerging web technologies, frameworks, and industry best practices.

##### **Travel and Tourism Office Trainee**

**Damascus, Syria**

##### **AlNuJoom AlMasiya for Travel and Tourism**

**SEPT/2023 – JULY/2024**

- Assisted customers with reception duties and handling reservations and ticketing systems.
- Developed strong customer service and communication skills.

##### **Computer Maintenance Technician**

**Damascus, Syria**

##### **Computer Development Group**

**JUL/2020 – OCT/2022**

- Perform routine maintenance and repairs on desktops, laptops, printers, scanners, and other peripherals for clients in various sectors, such as education, health, and finance.
- Install, configure, and update software and drivers, and ensure compatibility and security of the systems.
- Troubleshoot and resolve hardware and software issues, such as network connectivity, virus infections, data recovery, and system crashes, using various diagnostic tools and methods.
- Provide technical support and guidance to customers, and document the service requests and resolutions in the company's database.
- Maintain inventory of spare parts and equipment, and order new supplies when needed.

##### **Call center**

**Damascus, Syria**

##### **Syriatel Telecommunications**

**JUL/2019 – MAR/2020**

- Handle inbound and outbound calls, following Syriatel's quality standards and procedures.
- Resolve customer inquiries, complaints, and issues in a timely and professional manner, achieving a 95% customer satisfaction rate.
- Provide accurate and up-to-date information on Syriatel's products, services, plans, and promotions, and cross-sell or upsell them to customers when appropriate, increasing sales by 10%.

- Record and update customer information and interactions in Syriatel's CRM system, ensuring data accuracy and security.
- Collaborate with other call center agents and supervisors, and participate in regular training and feedback sessions, to improve performance and skills.

## **EDUCATION**

- **Bachelor's Degree in Information Technology Engineering** **Damascus, Syria**  
**JPU Aljazeera Private University** **2019 – 2024**
- **Computer Technical Institute** **Damascus, Syria**  
**Damascus University** **2017-2019**

## **TRAININGS**

- **Training Diploma in Artificial Intelligence** – Al Tanmya Almustdama Training Institute, **Dubai, UAE, 2025.**
- **Mobile app development using flutter** – Ousos For Training & Human Resource Development, **Damascus, Syria, 2023.**
- **Computer maintenance advance** – Al Hadara Center For Sciences, **Damascus, Syria, 2021.**
- **Communication skills and body language** – The National Union of Syrian Students, **Damascus, Syria, 2019.**
- **C# programming course** – New Horizon Computer Learning Centers, **Damascus, Syria, 2018.**
- **Computer Networks course** – The National Union of Syrian Students, **Damascus, Syria, 2018.**

## **TECHNICAL TOOLS**

Visual Studio Code, Microsoft Visual Studio, Anaconda, Microsoft SQL Server, Android Studio, XAMPP, NetBeans, VMware, Packet Tracer, MATLAB, Code::Blocks

## **SKILLS**

- Strong verbal and written communication skills, with experience providing customer service and technical support via phone, email, and chat.
- Skilled in troubleshooting and resolving hardware, software, and network issues, and providing guidance to users.
- Effective team player with experience collaborating on projects, sharing knowledge, and mentoring junior technicians.
- Demonstrated leadership, analytical thinking, and problem-solving abilities, applying creativity and logic to find efficient solutions.
- Proficient in web development and front-end programming, with experience in building responsive and user-friendly applications.
- **Content Management System:** WordPress (Basic usage).

## **REFERENCES**

**References available upon request**

## **PERSONAL INFORMATION**

Date & Place of Birth: 1999, Damascus, Syria  
 Gender: Male  
 Nationality: Syrian  
 Marital Status: Single

## **LANGUAGES**

- Arabic: Mother tongue
- English: Intermediate (reading, writing, and speaking)