



MHD RABIE AL GHABRA

Dubai – UAE

Mobile: +971553050727

E-mail: rabeea.gh@gmail.com

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

AlNujoon 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)