

Ali Hasan Zahedah

Dubai, United Arab Emirates | +971 58 593 8971 | alizahedah@gmail.com

LinkedIn: [ali-zahedah](#) | UAE Driving License

PROFESSIONAL SUMMARY

IT Support | Driving Efficiency & Customer Success. With 7+ years of experience, I specialize in delivering top-tier IT support, optimizing online operations, and enhancing SEO to drive growth. Proficient in CRM tools and POS Systems, Google Workspace, Office 365, and web services, I excel at resolving technical challenges, streamlining workflows, and fostering strong client relationships.

EXPERIENCE

IT Support – Customer Service

Practice OQS FZCO (Mobile Phones) | June 2023 – Present

- Streamlined records management by accurately maintaining client data in Excel spreadsheets.
- Organized tasks for employees to ensure a smooth workflow.
- Managed online stores (Amazon & Noon) and POS, improved SEO, added listings, and analyzed sales data, resulting in increased sales.
- Enhanced WordPress and WooCommerce websites using add-ons and plugins for better SEO and user experience.
- Installed, upgraded, and configured hardware, software, systems, networks, printers, and scanners for a stable workspace environment.
- Configured remote-control tools for unattended work sessions.
- Monitored customer feedback and implemented improvements to enhance service quality and retention.
- Acted as the primary point of contact for customer inquiries, delivering prompt and professional responses to ensure high satisfaction levels.
- Ensured seamless customer payment experiences by addressing billing inquiries and resolving discrepancies swiftly
- Built strong relationships with key clients, contributing to repeat business and loyalty.

Supervisor

Flash Telecom Mobile Phones | Oct 2022 – June 2023

- Managed workspace to minimize customer wait times.
- Supervised a team of 30 employees, ensuring smooth workflow and increased productivity.
- Prepared invoices and processed client payments using QuickBooks, managing over AED 20M in annual revenue.
- Managed the payroll system data and submitted reports to the management portal.

Web Developer

Burgas Tech (Part-Time, Remote) | Dec 2020 – Sep 2022

- Assessed customer requirements to expedite project completion.
- Designed websites using HTML, CSS, JavaScript, and jQuery.
- Developed applications using PHP, Laravel, and CodeIgniter frameworks.
- Designed and managed Shopify and WordPress e-commerce websites.

Technical Support

Syriatel Mobile Telecom | Oct 2016 – Sep 2022

- Provided IT services, consulting, and solutions to internal teams and customers.
- Diagnosed and resolved software and hardware issues.
- Maintained IT infrastructure, including Windows Server and network systems.
- Delivered solutions for customer IT problems, ensuring high satisfaction levels.
- Documented IT support procedures and created a repository of FAQs with regular updates.
- Installed, upgraded, and configured hardware, software, networks, and peripherals for stable operations.
- Assisted in the development of customer support manuals and guides to enhance the team's effectiveness.

EDUCATION

Bachelor's Degree | Information Technology Engineering

Tartous University – ICTE | Oct 2018

Master's Degree | Web Technology (Completed First Year Only)

Syrian Virtual University (SVU) | 2021

CERTIFICATIONS

- **Google IT Support Professional Certificate** | Google by Coursera | 2023

AREA OF EXPERTISE

IT Consulting | Customer IT Support | Web Development | Online Store Management | SEO | Google Workspace | Office 365 | Sales & Customer Service

SKILLS

- **Technical Skills:** Windows Server, Active Directory, Linux, macOS, iOS, PHP, MySQL, Java, JavaScript, WordPress, Shopify, SEO, Network Infrastructure, ITIL, CCNA, Print Design, Google Docs, Office 365, POS
- **Soft Skills:** Leadership, Organization, Problem Solving, Communication, Customer Support, Active Listening, Attention to Detail, Teamwork, Stress Tolerance, Independent Work
- **Tools & Platforms:** Amazon Seller Central, Noon Seller, QuickBooks, Photoshop, Illustrator, WooCommerce, Remote Control Tools

LANGUAGES

Arabic | English