ALI MOHAMMED

Technology Support Specialist & Developer

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PROFESSIONAL SUMMARY

Experienced Technology Support Specialist at Ticketmaster, expert in resolving technical issues and providing exceptional client support. Proficient in leveraging tools such as Salesforce and Jira to manage support tickets effectively. Demonstrated strengths in communication, facilitating smooth collaboration across third-party and global teams. Driven by a passion for live entertainment, I am keen to further contribute technical expertise and operational insights.

PROFESSIONAL EXPERIENCE

Technology Support Specialist

Ticketmaster | 11/2023 – present | London

• Provided end-to-end technical support for Ticketmaster systems including proprietary software, hardware, and network devices across remote and live event environments.

• Supported the setup and maintenance of tools used by customer service agents, helping to ensure smooth operations and consistent fan experiences across platforms.

• Led collaborations with third-party providers and contractors, ensuring seamless continuity of service during live events.

• Utilised Salesforce and Jira to manage support workflows, track incidents, and maintain accurate documentation.

• Participated in regional system testing and software upgrades, reporting bugs and contributing feedback for improvements.

• Managed and monitored projects to ensure timely completion and alignment with business objectives.

EDUCATION

Bachelor of Science, Computer Science

City, University of London | 2023 | 1st Class Graduate

A-Levels

Woolwich Polytechnic School | 2020 | Maths (B), Psychology (B), Biology (C)

PROJECTS

Elite Dorms - Hostel Booking Web App

• Developed using HTML, CSS, JavaScript, PHP and MySQL.
• Enabled flexible bookings for students and featured user login and admin panels.

Alhanamo Property - Real Estate Web App

• Developed using HTML, CSS, JavaScript, PHP & MySQL.
• Designed a responsive web app to simulate real world property browsing.

Vector 2.0 - Java 2D Game

• Designed a multi-level game requiring strategic movement to complete objectives and avoid detection.

SKILLS

• Technical Support & Troubleshooting
• Java, C++, SQL, PHP and Haskell
• Handling Pressure
• Software & Hardware Support
• Problem Solving
• HTML, CSS, JavaScript
• User Training & Documentation
• Eye for Accuracy

• API Integration
• Communication & Team Collaboration
• Salesforce & Jira
• Version Control, Testing Methodologies and Code Documentat
• Time Management
• Microsoft 365
• Adaptability

LANGUAGES

• Arabic
• Somali