FARES HARRAZI

Senior Support Engineer

CONTACT

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- Athens, Greece.
- fares-harrazi

EDUCATION

National School of Engineers of Sousse (ENISO)
2012 - 2015
Embedded Computing and Robotics

Preparatory Institute for Engineering Studies of Tunis
2009 - 2012
Mathematics and Physics

High School Hay Essalem Boumhal
2005 - 2009
Computer Science Baccalaureate

LANGUAGES

- English
- French
- Arabic
- Greek

SKILLS

- **Coding** (Ruby, Rails, SQL, Python, Go, JavaScript, CSS, HTML)
- **Music** (Guitar, Piano)
- **Sport** (Football, Hiking)

PROFILE

Support Engineer with extensive L3 experience investigating, qualifying, and prioritizing complex issues. Proven track record collaborating with developers to manage sprints, fix bugs, and ensure seamless releases. Adept at QA, documentation, and continuous improvement, with strong technical acumen and a passion for delivering high-quality user experiences in an agile environment.

WORK EXPERIENCE

SENIOR SUPPORT ENGINEER   **Livestorm**
April 2024 - Present

- Investigate, qualify, and prioritize technical issues while managing bug reports for sprints
- Oversee new feature development from inception to release, including QA for assigned bug fixes
- Create and maintain internal documentation for efficient knowledge sharing
- Act as the primary quality contact, driving continuous improvements in processes and tools

SUPPORT ENGINEER   **Microsoft Teams**
January 2023 - March 2024

- Provide enterprise-level Microsoft Teams support by configuring and managing Teams environments
- Oversee user collaboration features (teams, channels, chats, and apps) as well as meetings and calls
- Monitor performance, generate reports, and troubleshoot complex Teams issues

TECHNICAL SUPPORT TEAM LEADER   **Dropbox**
January 2017 - December 2022

- Lead a 20+ member Technical Support team in coordination with QA analysts and Call Center Managers
- Conduct performance monitoring, coaching, and internal training sessions
- Manage onboarding interviews and support process creation for efficient operations

TECHNICAL SUPPORT ADVISOR   **Kaspersky Anti-Virus**
June 2015 - December 2016

- Diagnose, troubleshoot, and resolve customer issues
- Escalate unresolved concerns to the proper internal teams