



Mohammad Thiab

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60 Meter Street - Sky Qandil Hotel - 107 room, Arbil, Arbil, Iraq

About me: Database administrator for three years, creative and full of passion to learn more about data sciences and a previous in-charge person able to take critical Decisions based on data analysis

● WORK EXPERIENCE

20 JAN 2016 – 9 JAN 2018 – Damascus, Syria

CONTACT CENTER REPRESENTATIVE – SYRIATEL TELECOM COMPANY

- Receive customers calls, answer their inquiries and solve their problems related to the company's services and offers
- Handle customers' questions via social media sites and e-mail
- Handle VIP customers' calls in advanced level

9 JAN 2018 – 13 DEC 2019 – Damascus, Syria

TECHNICAL SUPPORT ENGINEER – SYRIATEL TELECOM COMPANY

- Responsible for receiving customers' complaints from the service desk department and analyzing complaints according to the flowchart of offers and services.
- Inquiring about customer transactions in databases using SQL instructions based on the results of an alysis.
- Following up the results of analysis and transactions with information integration systems and Marketing Department.
- Reporting complaints' results to service desk.
- Supervising technical support for applications used in competitions programs (cash with stars, cash with Bassem)

14 DEC 2019 – 13 JAN 2021 – Damascus, Syria

MIS SUPPORT ENGINEER – SYRIATEL TELECOM COMPANY

- Giving reports to the management by querying SQL instructions on databases related to services, customer complaints, and requests received by email.
- Controlling team members' access on database tables and views.
- Testing ARM (access right matrix) system to control employees' access to company's applications.
- Stake holder on Encladuse ,which is frontliners system to check customers transactions.

● EDUCATION AND TRAINING

2020 – Damascus, Syria

COMPUTER AND AUTOMATION ENGINEER – Damascus University

Field(s) of study

- Information and Communication Technologies : *Database and network design and administration*

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2016 – Damascus , Syria

PROGRAMMING CONTROL SYSTEMS WITH LEGO ROBOTS – Robotic Club of Damascus university

- SQL select instructions
- Create/update/insert/ revoke tables and views
- Control users access
- Database structures
- triggers and functions

Field(s) of study

- Information and Communication Technologies : *Database and network design and administration*

● **LANGUAGE SKILLS**

Mother tongue(s): ARABIC

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	C1	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

computer skills

Microsoft Word | Microsoft Excel | Outlook

software skills

C C++ C | Database: Oracle, MYSQL, SQL +, Access.

interpersonal skills

🧠 Analytical Thinking. | 🧩 problems solving | ⚡ Working under pressure | 🔄 multitasking skills