

PROFILE SUMMARY

Customer-focused Technical Support Specialist with 5+ years of experience providing exceptional LMS support, troubleshooting technical issues, and delivering outstanding customer service in educational technology environments. Proven expertise in resolving login issues, navigation problems, course access challenges, and account management across multiple Learning Management Systems.

Currently serving as Application Support Specialist at Alef Education Project (e& enterprise), supporting 700+ LMS users with technical troubleshooting, user training, and issue resolution. Fluent in Arabic and English, enabling seamless communication with diverse user bases across the GCC region. Track record of maintaining 99.5%+ customer satisfaction through clear communication and efficient problem resolution.

Strong technical expertise in LMS platforms, user role management, browser compatibility, device connectivity, and account administration. Skilled in identifying issues quickly, providing step-by-step guidance to users, and knowing when to escalate complex problems to higher-level support teams.

Excellent documentation skills with experience maintaining detailed ticket records, creating user guides, and building knowledge base articles. Proven ability to multitask effectively, handling multiple support tickets simultaneously while maintaining quality and professionalism. Passionate about helping users succeed and creating positive support experiences.

CORE COMPETENCIES

LMS Technical Support	Customer Service Excellence	Technical Troubleshooting	Arabic & English Fluency	
Login & Access Issues	Navigation Support	User Role Management	Problem Escalation	Documentation & Ticketing
Multitasking & Efficiency	Browser & Device Support	Account Management		

## PROFESSIONAL EXPERIENCE

### LMS Application Support Specialist & Technical Support

*Alef Education Project | e& enterprise*

December 2020 - Present

- **Provide comprehensive LMS technical support** for 700+ users in Arabic and English, resolving login issues, navigation problems, course access challenges, and account management concerns with 99.5% customer satisfaction
- **Troubleshoot and resolve basic to intermediate LMS issues** including user authentication, password resets, course enrollment errors, timetable conflicts, and permission settings across multiple educational platforms
- **Communicate clearly and professionally** with students, teachers, and administrators in both Arabic and English, providing step-by-step guidance and maintaining a positive, helpful attitude throughout all interactions
- **Manage multiple support tickets efficiently**, handling 30+ daily inquiries through ticketing system while maintaining detailed documentation of issues, troubleshooting steps, and resolutions
- **Master LMS features and workflows** including Google Workspace, Salesforce, Alef Platform, PowerSchool, BlueSky, and ESIS systems, understanding user roles, permissions, and common usage patterns
- **Document all support activities accurately** in ticketing system, creating detailed records of user issues, actions taken, and final resolutions to build comprehensive knowledge base
- **Escalate complex technical issues appropriately** to second-level support and engineering teams when problems exceed scope, providing thorough documentation and context for efficient resolution
- **Support browser and device connectivity issues** including troubleshooting Chrome, Safari, Firefox, Edge compatibility, mobile device access, VPN connectivity, and network-related problems
- **Manage user accounts and access control** including creating new accounts, updating user information, resetting passwords, adjusting permissions, and removing/archiving inactive users
- **Provide user training and guidance** on LMS navigation, course access procedures, assessment platforms, and system best practices through one-on-one sessions and group training
- **Monitor system performance and user feedback** to identify recurring issues, report patterns to technical teams, and contribute to process improvements and user experience enhancements
- **Create and maintain user documentation** including FAQ guides, troubleshooting procedures, and step-by-step instructions in both Arabic and English for self-service support

### IT Analyst - Technical Support

*AL Fahad Electrical Services LLC*

April 2018 - November 2020

- **Provided first-line technical support** for SAP-integrated systems, troubleshooting user login issues, navigation problems, and basic system functionality across business units
- **Managed support tickets and incident response**, documenting all technical issues, troubleshooting steps, and resolutions in ticketing system
- **Resolved connectivity and browser compatibility issues**, assisting users with network configuration, device setup, and access problems
- **Escalated complex technical issues** to senior IT teams when problems exceeded support scope, providing detailed documentation for efficient resolution
- **Created user documentation and training materials** to help employees navigate systems and resolve common technical issues independently

### Quality Control Officer

*ADFSC (AYADI - Outsource Contract)*

January 2017 - February 2018

- Implemented ISO 9001:2015 quality controls** throughout supply chain operations, ensuring compliance with Integrated Management System standards
- Managed structured documentation** using Oracle JD, maintaining operational inspection records and addressing process deviations

**Technical Support Assistant Engineer**

Civil Registrations Department - Ministry of Interior, Sudan  
2010 - 2012

- Responded to technical incidents** affecting government registration systems, providing first-line support for user login, access, and navigation issues
- Troubleshoot basic IT issues** including software configuration, account management, and connectivity problems
- Documented support activities** and maintained records of technical incidents, resolutions, and user assistance provided

**TECHNICAL SKILLS**

<p><b>LMS Platforms &amp; Knowledge</b></p> <p>PowerSchool, Salesforce, Google Classroom, Alef Platform, BlueSky, ESIS, Live Aldar, TestWise, User roles &amp; permissions, Course workflows</p>	<p><b>Technical Troubleshooting</b></p> <p>Login issues, Navigation problems, Course access, Password resets, User authentication, Account management, Permission settings</p>
<p><b>Basic IT Skills</b></p> <p>Browser support (Chrome, Safari, Firefox, Edge), Device connectivity (Windows, Mac, iOS, Android), Network troubleshooting, VPN support</p>	<p><b>Customer Service &amp; Communication</b></p> <p>Arabic &amp; English fluency, Professional communication, User training, Positive attitude, Clear explanations, Patient guidance</p>
<p><b>Documentation &amp; Ticketing</b></p> <p>Ticket management systems, Issue documentation, Resolution tracking, Knowledge base creation, FAQ development, User guides</p>	<p><b>Problem Escalation</b></p> <p>Issue triage, Escalation procedures, Second-level support coordination, Detailed incident reporting, Follow-up management</p>
<p><b>Multitasking &amp; Efficiency</b></p> <p>Multiple ticket handling, Priority management, Time management, Workflow optimization, Quick problem resolution</p>	<p><b>Technical Tools</b></p> <p>Google Workspace, Microsoft 365, Support ticketing systems, Remote desktop tools, Screen sharing, Log analysis basics</p>

## KEY ACHIEVEMENTS

- ✓ **Maintained 99.5% customer satisfaction** through excellent customer service, clear communication, and efficient problem resolution in Arabic and English
- ✓ **Successfully supported 700+ LMS users** across multiple educational platforms, resolving login, navigation, and course access issues daily
- ✓ **Handled 30+ support tickets daily** with excellent multitasking abilities, maintaining detailed documentation and achieving fast resolution times
- ✓ **Created comprehensive user documentation** and FAQ guides in Arabic and English, improving user self-service and reducing repeat tickets
- ✓ **Demonstrated strong problem escalation skills**, effectively identifying complex issues and coordinating with second-level support for efficient resolution
- ✓ **Proficient in browser and device troubleshooting** across all major platforms, ensuring seamless LMS access for diverse user base

## EDUCATION & CERTIFICATIONS

### Education

<b>Bachelor of Science in Physics</b> Sudan University for Science and Technology GPA: 3.7   2010
<b>Diploma in Computer Science</b> Almoalem Institute, Khartoum GPA: 3.5   2011

### Certifications

<b>Microsoft Certified: Azure Fundamentals AZ-900</b> June 2025
<b>Google ChromeOS Administrator</b> December 2024
<b>ITIL v4 Foundation in IT Service Management</b> March 2021

## LANGUAGES & ADDITIONAL INFORMATION

- Languages:** Arabic (Native - Fluent), English (Fluent - Professional), Urdu (Conversational)
- Visa Status:** UAE Resident | Available for immediate start
- Key Strengths:** Patient communicator, quick learner, positive attitude, strong work ethic, detail-oriented