

# Mohammed Abdrabou

IT Support Manager • Business Analyst • Software Engineer • Tech Support • Customer Experience

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Results-driven IT Support Manager with 15+ years of experience in technical support, IT operations, and system administration across North America, Africa, and the Middle East. Proven success in leading cross-functional teams to optimize IT service delivery, streamline troubleshooting processes, and enhance operational efficiency. Skilled in hardware/software maintenance, network security, cloud computing, and ITSM, with a track record of reducing downtime and improving end-user satisfaction.

Certified in Google IT Support and Data Analytics, leveraging data-driven insights and advanced technical knowledge to drive digital transformation and resolve complex IT challenges. Bilingual in Arabic and English, adept at fostering collaboration in multicultural environments and delivering impactful results on a global scale.

## PROFESSIONAL EXPERIENCE

**IT Support Manager**, Enjaz Gulf | Dubai, U.A.E

Feb 2023 - Feb 2025

- Led and mentored a team of 8 IT engineers, boosting productivity by 30% through structured training, clear goals, and fostering a collaborative problem-solving culture
- Reduced System Downtime by 40% by implementing proactive monitoring tools and resolving critical technical issues, ensuring uninterrupted client operations
- Developed and Executed an IT optimization plan, cutting operational costs by 25% while enhancing system reliability to support the firm's expanding client base
- Managed IT Projects and Vendor Relationships, reducing annual IT expenses by 15% through strategic negotiations and delivering high-quality solutions aligned with business needs

**Software Support Engineer**, SMG | Remote

Nov 2022 - May 2024

- Resolved over 100 software-related issues weekly, achieving a 90% one-touch resolution rate and ensuring seamless survey operations for clients
- Analyzed system performance data to identify recurring bugs, reducing issue recurrence by 30% and enhancing platform reliability for survey delivery
- Redesigned the ticket escalation process, cutting response times by 25% and improving team efficiency in addressing complex technical challenges
- Authored 40+ knowledge base articles and conducted bi-weekly training sessions, reducing onboarding time for new engineers by 40% and boosting team proficiency
- Analyzed customer survey data using SQL and Excel to identify issue trends, and developed interactive Power BI dashboards to present insights and support resolution strategies

**Customer Support Engineer**, Crossover | Remote

Jan 2018 - Mar 2023

- Processed 600+ monthly orders with 99% accuracy, maintaining 100% data integrity and reducing escalations by 30%
- Resolved customer inquiries within 24 hours, achieving a 98% satisfaction score through effective communication and consistent follow-ups
- Streamlined Workflows using automation, cutting processing times by 25% and resolving 150+ weekly issues with an 85% first-call resolution rate
- Authored 50+ knowledge base articles and analyzed operational data, boosting team efficiency by 20% and reducing handling time by 15%

**IT Assistant**, The University of Manchester | Dubai, U.A.E

Oct 2014 - Jul 2017

- Designed and developed the university website using HTML, CSS, and JavaScript, boosting user engagement by 35% through an intuitive, responsive interface tailored to students, faculty, and applicants
- Provided Technical Support to over 200 users weekly, reducing issue resolution times by 40% and ensuring uninterrupted academic and administrative operations
- Monitored and Optimized IT systems, achieving a 99.8% uptime rate and enhancing reliability for critical academic and administrative functions
- Conducted Training Sessions on Microsoft CRM and other tools, increasing digital literacy by 50% and improving staff proficiency in utilizing university software effectively

**Technical Team Lead**, HCL Infosystems | Dubai, U.A.E

Oct 2012 - Oct 2014

- Mentored and guided a team of 10 engineers, boosting productivity by 25% through structured training, clear goal setting, and fostering collaboration
- Led Delivery of 15+ IT projects on time and within budget, achieving a 98% client satisfaction rate via strategic planning and risk management
- Redesigned Workflows and implemented automation tools, cutting project turnaround times by 30% and reducing manual errors for greater efficiency
- Analyzed Performance Data to identify bottlenecks, improving task completion rates by 20% and enabling data-driven decision-making for future projects

**Technical Support Representative**, Teleperformance | Cairo, Egypt

Jun 2010 - Apr 2011

- Resolved over 500 technical issues monthly, achieving a 95% satisfaction rate through clear guidance and timely follow-ups to ensure complete issue resolution
- Identified Root Causes of recurring problems by analyzing inquiry trends, reducing repeat call rates by 25% via targeted troubleshooting and refined escalation protocols
- Anticipated System Issues by monitoring alerts and feedback, implementing preventive measures that decreased outages by 30% and minimized service disruptions
- Authored 100+ Knowledge Base Articles, boosting first-call resolution rates by 20% and equipping the team with accurate resources to address customer concerns efficiently

**IT Supervisor**, Möevenpick Resort & Spa El Gouna | Hurghada, Egypt

Apr 2008 - May 2010

- Administered Critical Servers, ensuring 99.9% uptime for 50+ applications used by 200+ end users, maintaining seamless business operations
- Reduced Network Downtime by 20% through alert monitoring and preventative maintenance schedules, streamlining issue resolution
- Diagnosed and Resolved software/hardware issues 50% faster using methodical root cause analysis, minimizing operational disruptions
- Upgraded Wireless Infrastructure, boosting connectivity speeds by 30% across guest rooms and public areas, enhancing the guest experience
- Proactively Managed Vendor Relationships, expediting server/PC upgrades and parts replacement to significantly reduce resolution turnaround times

## SKILLS

Statistics • MongoDB • SQL • Data Analysis • Data Visualization • Data Processing • Analytical Skills • PowerPI • Tableau • Python • Swift • Critical Thinking • HTML5 • CSS • JavaScript • Front-end Development • Server Administration • Active Directory • DHCP • Networking • Scripting • Debugging • Virtualization • Troubleshooting • Technical Support • Customer Service • Issue Tracking • Infrastructure Monitoring • Project Management • Technical Documentation • Mentoring • Leadership • Teamwork • Communication • Process Improvement • Reporting • Multitasking • Self Learning • Active Listening • Office 365 • Microsoft Dynamics CRM • Operating Systems • Software • Salesforce

## EDUCATION

**Computer Support Specialist Certificate**, Heartland Community College, Normal, IL, U.S.A | Jun 2012

**Bachelor of Commerce (Business Administration)**, Suez Canal University, Ismailia, Egypt | May 2005

## CERTIFICATES

**Google Advanced Data Analytics Specialization**, Coursera | Apr 2024

**Google Data Analytics**, Coursera | Feb 2023

**Network Security Specialist**, International Cybersecurity Institute | Jul 2020

**Google IT Support Professional**, Coursera | May 2019