MOHAMMED ABUAUN

216-554-4542

Mabuaun@yahoo.com

# PROFESSIONAL SUMMARY

Business Information Systems graduate, with ten plus year’s in supervisory experience in the retail industry. Dedicated to troubleshooting and finding solutions to problems. Strong spoken and written communication skills, known for being extremely hard working. Excellent attention to detail, strong organizational skills, and self-motivated. Strong collaboration and interpersonal skills. Seeking an opportunity to work in the information technology field.

# EDUCATION

**Cleveland State University, Cleveland, Ohio**

**Bachelors in Business Information Systems 2017**

# EMPLOYMENT HISTORY

**Progressive Insurance.** Mayfield, Ohio **January 2018** – **Present**

**IT Systems Engineer Intern**

* Collaborate with project teams, application developers, and the Enterprise Technology group to design and implement infrastructure solutions
* Create and maintain server environment configuration scripts.
* Troubleshoot environment issues and prevent future occurrences.
* Conduct impact assessment of upcoming infrastructure changes and collaborate with application teams to minimize risk.
* Support process and technology changes to Improve quality and speed.
* Executes manual cycles and jobs using IBM z/OS within the mainframe.

**Sherwin Williams,** Cleveland, Ohio **December** **2016 - December 2017**

**IT Analyst Intern**

* Provide end-user computer system support on-site or over the phone. Install, maintain, troubleshoot, and repair computer systems and IOS devices. Train and assist users with IT related issues.
* Rapidly being able to pinpoint hardware/software issues and resolving them in a timely manner.
* Utilizing the ticket system Smart IT to log requests and problems/resolutions including documentation of special requests considered important for future support.
* Collaborating with different teams to get issues resolved while being able to communicate complications in a timely manner to decrease wait time for end users.
* Printer/scanner troubleshooting and repair.
* User account creation support for different websites and mobile applications

**AT&T,** Parma, Ohio **June** **2015- December 2016**

**Retail Sales Consultant**

* Working towards reaching a personal, store, and district sales quota. By constantly creating strategies with management, executives, representatives from companies such as Samsung, LG, and Motorola.
* Provide knowledge and support on a large variety of products and services. Mostly related to electronic devices and home services. While constantly researching, and remaining up to date on all of them.
* Assisting customers with learning the products they previously purchased or will purchase in the future.
* Provide excellent customer service

**Pick and Save Grocery Store,** Cleveland, Ohio **2007 - 2015** **Store Manager/ Supervisor**

* Supervise and delegate work to employees; monitored and place orders for inventory, provide assistance/coverage when staff is shorthanded.
* Responsible for inventory management of stock 400+ products
* Provide daily supervision of employees ensuring work assignments are performed at a high standard.

# LANGUAGES AND SKILLS

* Bilingual(Arabic)
* Technical – C# (classroom exposure), SQL (classroom exposure), Microsoft Office Suite (Word, PowerPoint, Excel and Access), PowerShell Scripting, VMWare VSphere 5.x or higher, Virtual Server Provisioning experience, Networking Technologies (TCP/IP, Load Balancing), Smart IT, BMC Remedy