**ABDALRHMAN ABDALLA**

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**PROFESSIONAL SUMMARY**

Certified OCJP and OCA professional with an extensive experience in IT. Expertise include:

* Over six (4) years’ experience in the Information Technology Industry as an IT Helpdesk Support Engineer.
* Advanced knowledge of database, numerous programming languages, LAN/WAN technologies, all Microsoft office applications and operating systems.
* Excellent telephone etiquette and customer service skills.
* Aptitude to quickly learn and master new technologies; successful working in both team and self-directed settings.
* Innovative, detail-oriented, critical thinker, self-starter and initiative-driven individual who possesses strong work ethic.
* Ability of applying root-cause analysis. Problem-solving capability paired with strong communication skills.
* Bilingual: Fluent in English and Arabic.

**PROFESSIONAL EXPERIENCE**

**IT Helpdesk Support, Abanos Production House**  11/2016-01/2018

* Responded to support requests for over 15 end users on a daily basis and patiently walked individuals through basic troubleshooting tasks.
* Operated within a TCP/IP network environment, including DHCP, DNS and Ethernet. Administered end-user workstations and supported end-user activities utilizing TCP/IP on a primarily Microsoft Windows-based local area network (LAN).
* Investigated user problems and identified their source; determined possible solutions; tested and implemented solutions.
* Developed infrastructure and systems to meet company needs.
* Identified and reported on the budgetary implications of IT projects and upgrades.
* Uploaded new software, rolled out updates and applied patches.
* Configured, managed backup and restored procedures.

**Technical Support, Etisalat Customer Care Centre** 07/2014-07/2016

* Handled incoming incidents via the phone / e-mail promptly and effectively. Diagnosed and resolved a wide range of technical issues for over 30 customers on a daily basis.
* Took ownership of calls and followed through until ticket closure.
* Flowed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
* Investigated and implemented first call resolution techniques to reduce the number of issues from escalating to Tier 3 Help Desk by resolving 9 out of 10 tickets issued.
* Escalated calls and issues to senior managers and team leaders when necessary.
* Installed and performed minor repairs to hardware, software, or peripheral equipment, IP TV, mobile, online and internet services by following design or installation specifications.
* Ensured customer service satisfaction by suggesting upgrades and new services to customers on a case by case basis by utilizing Etisalat software.

**IT Helpdesk Support Engineer, Oliva Media Solution Company** 11/2013-06/2014

* Answered user inquiries regarding computer software or hardware operation to resolve problems for 30 employees on a daily basis.
* Maintained records of daily data communication transactions, problems and remedial actions taken, or installation activities.
* Performed physical set up of desktop hardware and software. Prepare evaluations of software or hardware and recommend improvements or upgrades.
* Developed training materials and procedures or trained new and existing users in the proper use of hardware or software.
* Entered commands and observed system functioning to verify correct operations and detected errors.
* Provided troubleshooting and configuration support for client desktop and networking environment.
* Installed, configured and modified hardware and software to ensure optimal performance.

**TECHNICAL SKILLS**

* Advanced knowledge of Database: Oracle, SQL Server, MySQL.
* Extensive knowledge and experience in working with Operating Systems: Windows XP/7/8/Server 2003-2008-2012, MacOS, Ubuntu, Redhat5.0, Oracle Linux5.0 operating systems.
* Ability to install, configure and maintain personal computers, networks and related hardware and software.
* Proficiency in Distributed/Web Environments: Tomcat 6.x-7.x, WebLogic.
* Exceptional skills in development tools: Eclipse, MyEclipse5.x-10.x, IntelliJ IDEA
* Excellent at applying programming/scripting languages: J2SE (JDBC, JNDI, Swing, AWT), J2EE (Servlet, JSP), JavaScript, HTML, XML.
* Extensive IT security experience including anti-virus / malware, encryption deployment.

**EDUCATION**

**Master of Science in IT (MS IT), Marymount University,** Arlington, VA Anticipated 2020

* Specialization: **Software Engineering**
* Honors: **Dean’s List**
* GPA in Major: **3.95**

**Bachelor of Computer Applications (BCA),** Osmania University, India 2013

* Specialization: **Software Engineering**
* Honors: First (**1st) Division**

**CERTIFICATION**

**Oracle Certified for Java Programmer (OCJP), Oracle**  2013

**DBA ‘I’ Oracle Certified Associate (OCA), Oracle** 2013