

HITHAM ABDALLA

IT SUPPORT SPECIALIST



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Dubai, UAE

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Experience

Website Developer, Freelancer

2022 – present | DUBAI, UAE

- Optimized website performance, reducing loading times by 20%.
- Troubleshoot issues and ensure website functionality and security.
- Utilize programming languages such as HTML, CSS, and JavaScript.
- Proficiency in relevant frameworks and content management systems.
- Maintained WordPress plugins to improve the site by 90%.

Remote IT Support, Innovate Solutions Group

2021 – 2022 | DUBAI, UAE

- Manage the migration of legacy internal Apps to modern ERP systems.
- Responding to IT support tickets and resolving issues in a timely manner.
- Guide users step-by-step solutions, remotely resolving their problems.
- Provide support remotely via phone, email, chat, or remote desktop tools.
- Collaborating with other team members to solve complex tech problems.

IT Support Specialist, Tatweerllect Co

2019 – 2021 | Cairo, Egypt

- Identifying customer needs and helping customers use specific features.
- Implemented upgrades and repairs leading to a 10% reduction in issues.
- Updating the company website with tech tips and brief documents.
- Preparing reference material for users by drafting operation instructions.
- Maintaining system functionality by testing computer components.

IT Support Engineer, Tabuk Agriculture Co

2016 – 2019 | Tabuk, KSA

- Installing and configuring hardware, software, networks, and printers.
- Monitoring and maintaining computer systems and networks, devices.
- Install and configure hardware, software, networks, and application
- Deployed multiple solutions that reduced system failures by 20%.
- Managing 300+ tickets with a 90% response time of 20 minutes.

IT Technical Support, Youth organization

2015 – 2016 | Khartoum, Sudan

- Research and identify the solutions to software and hardware issues.
- Document technical knowledge in the form of the notes and manuals.
- Track system issues through to resolution, within agreed time limits.
- Diagnose and troubleshoot tech issues, account setup, and networks.
- Achieved a 20% increase improvement with the technology integration.

Hard Skills

Web Development

Customer Service

Remote Desktop

Help-Desk

Windows

Networking

Adobe illustrator

Active Directory

Microsoft Office

Technical Support

Troubleshooting

PHP, HTML, CSS

Wordpress

Email Accounts

MS Office - 365

Hardware, Software

Summary

IT professional with experience in delivering support for 6+ years, adept at hardware and software support with a background in website development.

Education

Bachelor's in computer engineering

University of Al Gezira

2011 – 2015 | Sudan

Languages

Arabic

English

Courses & training

WordPress Developer, Mar 2022, UAE

Udemy..com

Network Connectivity, Jun 2016, UAE

Virtual Network Academy

Soft Skills

- Reliability.
- Communication.
- Accountability.
- Persuasive.
- Collaboration.
- Leadership.