

OMAR ABASSI, IT Technical Lead

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Date of birth	08/08/1991	Nationality	Tunisian
Place of birth	Tunisia	Driving license	B

PROFILE

I possess a robust skill set in the realm of IT support, granting me the ability to thoroughly analyze and efficiently resolve intricate technical challenges. I find my greatest professional fulfillment in dynamic work environments, where my advanced problem-solving aptitude and exceptional communication skills come to the forefront. These competencies play a pivotal role in not only addressing complex issues but also in providing outstanding customer service, ensuring that end-users receive the best possible support and solutions for their IT needs

EMPLOYMENT HISTORY

Aug 2023 — Apr 2024	IT Technical Lead, VeoWorldWide services Tunis
	<p>Offering sophisticated technical assistance and coaching to hotline teams spanning across Romania and Tunisia, addressing intricate technical issues promptly to ensure seamless operational continuity.</p> <p>Contributing to the design and architecture of technical solutions aimed at maximizing system efficiency and reliability.</p> <p>Conducting comprehensive training sessions and offering mentorship to teams, focusing on instilling best practices and navigating emerging technologies effectively.</p> <p>Maintaining a keen awareness of technological advancements to strategically advise on technical upgrades and optimizations.</p> <p>Collaborating closely with cross-functional teams to ensure alignment and success in technical implementations.</p> <p>Engaging in the resolution of critical technical challenges and adeptly managing associated risks.</p> <p>Coordinating with the maintenance team in France to plan interventions, store openings, and other projects.</p> <p>Engaging in communication and collaboration with our service providers and suppliers to negotiate and finalize maintenance contracts. This involves detailed discussions regarding service levels, terms, and conditions, ensuring alignment with our operational requirements.</p>
Jun 2022 — Aug 2023	Team Leader Support IT, Indigocompany Tunis
	<p>Developing training programs and materials to continually improve the skills and knowledge of team members in front-end technologies, customer service, and IT troubleshooting techniques.</p> <p>Implementing quality assurance measures to ensure that all technical support provided meets the highest standards, including regular performance evaluations, feedback sessions, and adherence to service level agreements (SLAs).</p> <p>Leading continuous improvement initiatives within the support team by gathering feedback from stakeholders, analyzing metrics and trends, and implementing changes to optimize efficiency, effectiveness, and customer satisfaction.</p> <p>Managing relationships with external vendors and service providers to ensure timely resolution of technical issues, adherence to service contracts, and alignment with business requirements and standards.</p> <p>Leading and participating in cross-functional projects related to front-end technology implementation, upgrades, and system integrations, ensuring successful delivery within scope, budget, and timeline constraints.</p>
Dec 2018 — May 2022	Technicien Support IT, Indigocomapany Tunis
	<p>Creating and managing user accounts, as well as configuring individual workstations to align with organizational requirements and user preferences. This entails establishing access levels, customizing settings, and troubleshooting user-related issues as they arise.</p> <p>Continuously monitoring system performance metrics to identify potential bottlenecks or areas for improvement. Performing routine maintenance tasks, such as system backups, disk cleanups, and software updates, to ensure optimal performance and reliability.</p>

Acting as a point of contact for troubleshooting technical issues and providing timely resolution to minimize disruptions in store operations. This may involve diagnosing hardware or software problems, troubleshooting network connectivity issues, and coordinating with external vendors or support teams as necessary.

Providing frontline assistance and technical support to store personnel across multiple brands, including INDITEX (ZARA, Bershka, etc.) and LC WAIKIKI. This includes responding to helpdesk tickets, troubleshooting technical issues remotely or onsite, and offering guidance on using IT systems effectively and efficiently.

Planning and executing system upgrades, including migrations to the latest software versions and hardware models. This involves conducting thorough testing, coordinating with relevant stakeholders, and ensuring minimal disruption to store operations during the upgrade process.

Undertaking the setup and configuration of both software and hardware components essential for the smooth operation of IT systems within the store environment.

Sep 2016 — Nov 2018

Main Cashier, Indigocompany

Tunis

Management of point-of-sale transactions: This includes processing sales, returns, and exchanges, as well as handling customer payments.

Reconciliation of daily sales reports.

Store cash management: This involves tracking and monitoring the cash inflow of the store and ensuring that there is sufficient cash available to meet the store's needs.

Maintenance of accurate financial records: Responsible for maintaining the store's financial records, including sales reports, cash tapes, and other financial documents.

Training and supervision of other cashiers: Training new employees on the use of cash registers and processing financial transactions, as well as supervising the work of other cashiers.

Development and implementation of cash handling policies and procedures: The cashier manager will collaborate with the store management team to develop and implement policies and procedures related to cash handling, including security measures and procedures for managing large sums of money.

Jan 2015 — Aug 2015

Webmaster, Mytek Informatique

Tunis

Responsible for creating and designing websites, overseeing layout, appearance, and overall aesthetics, as well as managing the development and implementation of website content.

Website Updates and Maintenance

Website Performance Optimization: Improve website performance using strategies such as search engine optimization (SEO) and analyzing website traffic data to enhance user experience and visibility.

Ensuring Website Security: Implement security measures such as password protection and install/maintain firewalls to safeguard the website against potential threats.

Website Hosting Management

EDUCATION

Sep 2012 — Sep 2014

Institut du nouvelle technologie

Tunis

Sep 2009 — Jul 2010

Bac, lycée Sidi Thabet

Tunis

SKILLS	Creativity	Computer Skills
	Problem Solving	Ability to Work Under Pressure
	Teamwork	Teamwork Skills
	Time Management	Fast Learner
	Customer Service	ABC Server Certified
	Leadership Skills	Microsoft Office Package
	Ability to Multitask	

HOBBIES	Sports, Music, Travel, Hiking			
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LANGUAGES	English	Good working knowledge	German	A2
	français	Good working knowledge	Arabic	Native speaker