

Hussam Ezzy – Electronics & IT Specialist

Dubai, UAE

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Professional Summary

Highly skilled electronics and IT technician with extensive experience in the maintenance and troubleshooting of computers and mobile devices. Proven success in identifying and fixing malfunctions while delivering excellent customer service. Recognized for going beyond assigned tasks and contributing to team success by offering technical support across various roles. Seeking to leverage my technical expertise and problem-solving abilities to support business and operational objectives.

Professional Experience

Technical Assistant

Syrian Telecommunications Company (2023 - 2024)

Assisted in the maintenance and troubleshooting of telecommunications equipment.

Collaborated with senior technicians to diagnose and repair network and system issues.

Ensured smooth operations of the telecommunications center by providing technical support to staff and customers.

Role description: responsible for technical issues for customers by 90% less than hour such as fixing damaged cables, network false usage and more...

Electronics and Mobile Device Maintenance Technician

Magic Touch (2021 - 2022)

- Repaired and maintained electronic devices, including mobile phones, achieving a high customer satisfaction rate.
- Conducted diagnostics and troubleshooting to minimize downtime for customer devices.
- Managed inventory to ensure timely availability of parts for repair processes.

Work type: {replacements, such as battery's, screens, bords} {software, diagnostic issues, installing firmware, rooting devices}

Customer Service Representative

Takamol Fuel Company, (2019 - 2020)

- Delivered exceptional customer service by addressing inquiries and resolving issues related to fuel distribution.
- Managed client interactions, ensuring timely responses and maintaining high customer satisfaction.
- Earned excellent performance reviews for consistently meeting and exceeding service standards.
- Played a key role in enhancing customer experience, which contributed to a significant improvement in overall service ratings.

Computer Maintenance Technician

SAWA Electronic Services Company (2015 - 2018)

- Repaired over 500 computer systems with a 98% customer satisfaction rate.
- Exceeded customer expectations with personalized and timely support.
- Improved team productivity by 30% by optimizing workflows and training team members.
- Developed new diagnostic protocols that reduced repair times by 20%.

Skills

Technical Skills: -working under pressure

- Electronics & computer Devices Maintenance
- IT Support & Troubleshooting
- System Diagnostics & Repair

Professional Skills: - Ability to learn quickly

- Customer Service Excellence
- Critical Thinking & Problem Solving
- Time Management & Task Prioritization
- Team Collaboration & Communication

Education

Industrial Professional High School, Computer Technologies (2015 - 2018)

Computer Institute, Maintenance Specialization (2018 - 2021)

Languages

Arabic (Native)

English (Excellent)

Personal Information

Nationality: Syrian

Marital Status: Single

Date of Birth: 29/4/2000

Volunteer Training Experience

Technical Trainer, Maintenance Department

Institute of Computer Technologies, (2020 - 2023)

- Trained new entrants in the maintenance department on key maintenance principles and how to develop their skills.
- Worked closely with institute management to assist graduation project groups by teaching them the essential steps to create high-quality projects.
- Played an integral role in developing future technicians by enhancing their technical capabilities and project management skills.

Technical Support and System Installation at High School

During my time in high school, I played a crucial role in maintaining and troubleshooting the school's computer systems. I was responsible for installing operating systems on computers in classrooms, as well as for teachers' personal devices. I installed essential software, such as the Microsoft Office suite, and various other programs that facilitated teaching and learning activities. Due to my technical skills, students from Year 12 would often come to me to install necessary software for their studies, while I was still in Year 10. This was possible due to my part-time work in SAWA Electronic Services Company, where I gained significant experience in hardware and software maintenance. With the full knowledge and approval of school administration and my employer, I was able to balance work and study, which earned me the title of 'Outstanding Student Technician' at school and 'Creative Technical Specialist' at SAWA.

Voluntary Team Member – Road Machinery and Heavy Equipment Development

From 2023 to 2024, I was a member of a team focused on developing transportation services and heavy equipment for road paving and repairs. This work was voluntary, driven by my passion and commitment to share my ideas and ambitions with the team, many of whom are close friends.

- Contributed innovative ideas to improve transportation processes and enhance the efficiency of machinery used in road construction.
- Provided practical solutions to increase equipment efficiency and accelerate the completion of road maintenance projects.
- Participated in team discussions to explore ways to optimize operations for the public benefit of the province.

This voluntary work allowed me to support my local community and contribute to the development while pursuing my personal and professional goals.