



Reda Ammar Ismail

IT Support Specialist

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Zayed City, Abu Dhabi, UAE

SUMMARY

I am a **Mechatronics Engineer** and a **highly skilled IT Support Specialist** with over **three years** of **experience** in **implementing strategic IT solutions**. My **proven track record** includes **enhancing** overall system **performance**, **troubleshooting** complex **technical** issues, **streamlining** operations, and **increasing customer satisfaction**. I am **passionate** about **leadership** and possess both technical **proficiency** and **leadership aptitude**, enabling me to **foster** a **cooperative** and **inventive** IT environment. I aim to **leverage** my strong **problem-solving** abilities and **customer-centric** approach to **contribute** to a **creative** organization.

WORK EXPERIENCE

IT Support Manager

04/2023 - 12/2023

Mountain Breeze Resort.

Latakia, Syria

Hotel and Tourist Resort info@mbresort-sy.com +963 41 3000

- **Improved IT ticketing system** increased response times by **33%**, resulting in **enhanced customer satisfaction** and operational **efficiency**
- **Managed a team of five** IT support **specialists** to prevent downtime and **rapidly resolve problems**, resulting in a **20%** reduction in system downtime.
- **Implementing a preventive maintenance schedule** resulted in a **30%** increase in overall business **productivity**.
- **Successfully managed** supplier **contracts** and **negotiated deals**, resulting in a **20%** reduction in **IT expenses** without compromising service **quality**.
- **Coordinate** the **successful migration** of company **data** to a new **cloud storage system**, reducing costs by **25%**.

IT Support Specialist

01/2020 - 10/2022

OBKO Technology.

Latakia, Syria

Information Technology Services obadaalkhayer@gmail.com +971561446002

- **Improve** work **efficiency** by **training** employees on new **software** to reduce **dependence** on **IT support** for routine issues.
- **Led a hardware modernization** project and **upgraded** over **100 desktop** and **laptop** computers, **improving** system **performance** and a **20%** reduction in user-reported **issues**.
- **Collaborated** with the **team** to **update** and **maintain Windows** and **Linux operating systems**, and **install** and **configure** applications across the organization, **increasing** business **productivity** by **30%**.
- **Implemented a remote desktop solution** for **efficient troubleshooting** reduced the need for in-person presence by **45%**.

EDUCATION

Bachelor's Degree in Mechatronics Engineering

09/2016 - 06/2022

Tishreen University.

Latakia, Syria

Achievements:

- Designed a follow-line mobile robot.
- Design an Autonomous mobile robot using (SLAM).
- Designing a small radar system using a (PIC) microcontroller.

HARD SKILLS

- **Hardware and Software Upgrades and Maintenance.**
- **Disaster Recovery and Business Continuity Planning.**
- **Operating System Installation and Configuration.**
- **Emerging Technologies Adaptation (AI, IoT).**
- **Cloud Computing and Services Management.**
- **Network Architecture and Troubleshooting.**
- **Printer and Peripheral Device Support.**
- **Backup and Recovery Solutions.**
- **Mobile Device Management.**
- **Virus and Malware Removal.**

SOFT SKILLS

- **Change Management.**
- **Teamwork and Collaboration.**
- **Continuous Learning and Self-Development.**
- **Emotional Intelligence.**
- **Time Management and Prioritization.**
- **Effective Communication**
- **Leadership and Team Management.**
- **Problem-solving and Critical Thinking.**
- **Customer Service and Interpersonal Skills.**
- **Adaptability and Flexibility.**

LANGUAGES

- **English** Professional Working Proficiency.
- **Arabic** Native.

CERTIFICATES

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|--|---|---|---------------------------------|
| • Experience Certificate
<i>MB Resort work experience certificate.</i> | 12/2023
LINK | • Course Certificate
<i>UNIVERSITY OF MICHIGAN.</i> | 10/2019
LINK |
| • Course Certificate
<i>Robot Operating System ROS1 Level 1.</i> | 11/2020 - 12/2020
LINK | • Certificate OF Appreciation
<i>6_th MEE Exhibition.</i> | 05/2019
LINK |
| • Participation Certificate
<i>The Open Day of Robotic Club.</i> | 11/2020
LINK | • Course Certificate
<i>Embedded Control Systems Level 1.</i> | 11/2018
LINK |

VOLUNTEERING EXPERIENCE

Trainer and project leader

01/2018 - 01/2022

Robotics Club of Tishreen University.

Latakia, Syria

institution for scientific research in the field of robotics. robotic.club@tishreen.edu.sy

- Assisting new students and volunteers in comprehending skills and techniques of robotics.
- Teaching Mechanical Design, Controller, Programming and Automation.

INTERESTS

- Reading.
- Chess.
- Guitar.
- Football.
- Cycle Sport.
- Phytotherapy topics.
- Swimming.