

NASR ALABBAS

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SUMMARY

IT professional with years of experience in IT operations, support, and project implementation across diverse organizations. Motivational team leader and coordinator of multicultural and cross-functional teams, adapting new environments and delivering client satisfaction.

EXPERIENCE

Field Technical Support / Implementation Project Manager (IT)

Dec 2009 – June 2016

- **Hewlett-Packard Enterprise | Bahrain**
 - Function as primary Client contact for IT services implementation.
 - Interact with various internal departments for enhancing internal processes.
 - Collaborate with various support teams and proactive identification of barriers and obstacles.
 - Collaborate with the client project team to maintain knowledge of project status and identify potential issues.
 - Assign project to partners and provide assistance & guidance and Monitor HPE Partner's delivery progress.
- **National Computer Services | Bahrain**
 - Member of the project implementation team involved in setting up, support and repair of HP ProLiant servers and IT infrastructure.
 - Evaluated premier customer issues and provide effective technical support.
 - Interacted with the internal teams in resolving customer issues.
- **Computer World | Bahrain**
 - Rendered support to clients & individual customers on end user hardware and software.
 - Facilitated end user support for banking applications like Swift, Urbis, MR 2000 as well as technical support for Acer, HP- Compaq PCs & Accessories.
 - Comprehensive end user OS , applications, hardware configuration & support.
- **Zayani Motors | Bahrain**
 - Administration of Windows NT server and MS Exchange 5.0.
 - Windows workstation installation & sharing resources over the network.
 - Backup, Day-end, & Month-end operations.

EDUCATION

Associate Diploma in Electronic Engineering

- **University of Bahrain**

Electrical Technology Certificate

- **University of Bahrain**

COURSEWORK

ITIL Foundation Certificate

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Project Management Professional

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**Microsoft Certified
Professional**

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Industrial Electronics

- Taiwan

SKILLS

Team Leader

Project Coordination

Troubleshooting and Root Cause Analysis

IT Technical Support