

# 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.

### Customer Services Engineer

November 2005 – November 2009

#### ● 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.

### Customer Support Engineer

September 2000 – November 2005

#### ● 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.

### IT Specialist

October 1997 - September 2000

#### ● 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
- Industrial Electronics
- Taiwan

**SKILLS**

- Team Leader
- Project Coordination
- Troubleshooting and Root Cause Analysis
- IT Technical Support