




# ABDULLAH RABEEAH

NETWORK ENGINEER

## Contact

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## Key Skills

Troubleshooting



Technical Issue Analysis



Network development and

administration



Call Centre Operations



Hardware and Software Design



Team work



## Languages

English

Full Professional Proficiency (ILR Scale)



Arabic

Native



Greek

Elementary Proficiency (ILR Level 0+)



## Profile

A highly skilled and results-driven IT and telecommunications professional with a robust background in technology operations, network topology, and management. Leveraging extensive experience as a TOC Engineer, Information Technology Specialist, and Helpdesk Specialist, I specialize in streamlining operational processes, enhancing system efficiency, and delivering exceptional technical solutions. Proven ability to excel in high-pressure environments, effectively managing tasks across multiple departments and stakeholders. Recognized for excellent problem-solving abilities, proactive communication, and a commitment to driving innovation and operational excellence.

## Professional Experience

### Information Technology Specialist

Ministry of Foreign Affairs, UAE – UAE Embassy in Cyprus, Nicosia

2020 – Present

### Supportive Services Specialist

Ministry of Foreign Affairs, UAE – UAE Embassy in Cyprus, Nicosia

2020 – Present

### TOC Engineer

Zain Bahrain, Technology Department

2014 – 2018

### Helpdesk Specialist

Zain Bahrain, Customer Care Department

2013 – 2014

### Customer Service Representative

Zain Bahrain, Customer Care Department

2012 – 2014

## Education

### 2013 - Bachelor Of Information Technology and Computing

The Open University (UK) , Arab Open University (Bahrain)

### 2008 - High School Diploma (Science Major)

East Riffa Secondary School (Bahrain)

## Professional Courses

2008 - Stress Management

2009 - Organization Skills for Staff

2010 - Ultimate Customer Service by Scott MCKain

2012 - Uplifting Services and Customer Service By Ron Kaufman