

Amr Hassan

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Incident Management Agent (Managed Services) with 7 years of experience in the field providing thorough and skillful technical support to customers. Willing to relocate and adapt well to changing situations.

Skills

- Team work
- Time management
- Computer skills (Windows, MAC, Linux)
- Basic knowledge of Unix, SQL queries and Python
- Customer delight
- Communication skills (Fluent English/Arabic)

Work Experience

SEPTEMBER 2013 – March 2020

Incident Management / NCR Corporation, Oman

- Comprehensive database ATM management and software support for banks and financial customers with Incident Management Services.
- Incident identification, logging, categorization, prioritization, Initial diagnosis, escalation, as necessary, incident resolution and incident closure.
- Communication with the user community throughout the life of the incident
- Communication with other service management processes:
 - Change management,
 - Problem management,
 - Service asset and configuration management,
 - Service level management and communication with IT service.
- Creating different types of Reports on clients or supervisors request.
- React to all electronic alerts and customer reports of trouble.
- Monitor incidents status and escalates cases that are not resolved in a specific timeframe.
- Schedules customer installation activities.
- Monitor ATM networks for indications of trouble and performing initial diagnosis and trouble isolation.
- Remotely resolve incidents within their capability.
- Other corresponding duties maybe assigned.
- Build great working relationships among colleagues and customers based on our customer Service Level Agreements (SLAs).
- Position may require rotation in work hours, weekend or holiday hours, and/or extended hours, as needed to accommodate 24/7 operations.

Education

[APRIL 2013]

Bachelor of Science with (Hons) in Multimedia Technology **Coventry University, Oman/UK**

Accredited by World Education Services (WES) as bachelor's degree (Four years). ECA#: 3763922IMM in October 23, 2018.

2003/2004

General Secondary School / Qurum Private School, Oman

Completed 3 years of secondary school (science section) in Muscat, Oman.

English language proficiency

IELTS general training 27/OCT/2018 with Overall band score of 6.0. (18OM001959HASA106G)

Listening: 6.0 – **Reading:** 6.0 – **Writing:** 5.0 – **Speaking:** 6.5.

IELTS general training 15/DEC/2018 with Overall band score of 6.0. (18OM007308HASA001G)

Listening: 7.0 – **Reading:** 5.0 – **Writing:** 5.5 – **Speaking:** 7.0.

References

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