

# Hamza AbuSabbah – Presales Consultant

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## OBJECTIVE

Seeking a full time challenging, active and dynamic opportunity in the field of Information Technology to utilize my skills, ability, creativity and teamwork with an over a 15-years career in IT in United Arab Emirates, I have played an essential role in developing and delivering a wide range of digital products and services across different industries and business models.

## EXPERIENCE

### Presales Consultant at SAMSUNG Electronics - Dubai

Jan 2014 – Present

- Provide consultations for sales team and partners on company's products and solutions.
- Provide consultations for service team related to aftersales and technical difficulties.
- Comprehensive system analysis and design as well as solution delivery support.
- Presenting and demonstrating products and solutions.
- Reporting VOC, product development and technical issues directly to HQ.
- Software licenses sales and management.
- Comprehensive training and workshops including sales and technical training.

Sample projects (self-video editing and production): Government: <https://youtu.be/TUtp0z3GW9s> | MBR Library: [https://youtu.be/C6NGBs2sV\\_M](https://youtu.be/C6NGBs2sV_M)

### Technical Team Leader at Advanced Interactive Media Solutions (AIMS) - Dubai

Mar 2012 – Dec 2013

- Leading technical support and delivery teams (managing, assigning and following up team members tasks)
- Support Installing, configuring, testing, integrating and troubleshooting the Company's hardware and software products.
- Support sales team by presenting and demonstrating the company's solutions.
- Provide various technical support to customers (Remotely/On Site + Software, Hardware, Networking and others).
- Provide Technical Drawing, writing project documentation, and incident reports for technical issues.

### Professional Services Officer at Integrated Technology Group (ITG) - Amman

Dec 2010 – Feb 2012

- Support sales team by presenting and demonstrating the company's solutions.
- Gathering systems requirements according to customer needs.
- Setting up servers and implementing the system for customers.
- End customer training.
- Reporting technical issues to vendors and customizations requested by the customers to the development team.

### IT Specialist at Cobra Industrial Machines - Sharjah

Jan 2008 – Apr 2010

- Desktop developer (Oracle).
- Web developer (cobrauae.com).
- CNC Machine's Maintenance.
- General IT technical support.

## EDUCATION

- **Masters in IT Management (MITM)** - University of Wollongong - Dubai (Feb 2019)
- **Bachelors in management information system (MIS)** - Al-Zaytoonah University - Amman (Jul 2007)

## TRAINING COURSES

- Project Management (PMP) (Nov 2016 at **Katerpillar Training Center - Dubai**)
- CCNA (Sep 2010 at **ITCC - Amman**)
- MCITP (Aug 2010 at **ITCC - Amman**)
- MS Exchange Server 2007 and ISA (Aug 2010 at **ITCC - Amman**)
- ASP .Net Developer (With C# & MSSQL) (Dec 2009 at **Excel-Train - Amman**)
- Oracle (10g) Developer (Nov 2007 at **ITCC - Amman**)

## LANGUAGES

- **Arabic:** Native.
- **English:** Excellent.

## REFERENCES

- Mr. Ahmad Ridi (CEO in AIMS): +971552222530, aridi@aimsuae.com
- Mr. Amer Dibbeh (Project Manager in ITG): +96264618133, adibbeh@itgsolutions.com
- Mr. Jamal Al-Saher (General Manager of Cobra Industrial Machines): +9715313317, jamal@cobrauae.com