

MOHANAD ALAKLOUK

IT Manager and Help desk

✉ Engxmohanad@gmail.com

☎ +90 552 435 42 30

📍 Turkey-Istanbul

🌐 [LinkedIn](#)

WORK EXPERIENCE

Senior IT Manager and Help Desk

Promed clinic

📅 October 2021 – current

📍 Istanbul, Turkey

Managed computer systems, hardware, network security, and infrastructure services as the company grew from \$5M to \$25M in annual revenue. And I have knowledge and export in Zoho Crm system, and making cameras system.

Senior data specialist Project

Turkeyana Clinic

📅 March 2023 – May 2023

📍 Istanbul, Turkey

strategies, and personalized marketing campaigns. Led a team of data analysts and developers to design and develop a new data analytics platform that helped the company to improve customer engagement and retention by 25%.

Data manger and Help desk freelancer

Alzhabiya Group

📅 August 2022 – current

📍 Istanbul, Turkey

Develop and implement comprehensive social media strategies across various platforms (Facebook, Instagram, Twitter, LinkedIn) to increase brand visibility and engagement.

Technical Support Technician

SaudiEX

📅 Jun 2020 - May 2021

📍 Istanbul, Turkey

Researches and tests for the best GPS tracking solution started. With best yet cost efficient systems, in 2009 we became (AVL) licensed by CITC and start providing our services and products to the Saudi

Technical Skills:

- Proficiency in operating systems such as Windows, macOS, and Linux
- Experience with help desk ticketing systems (e.g., ServiceNow, Zendesk, JIRA)
- Knowledge of networking concepts (TCP/IP, DNS, DHCP)
- Troubleshooting hardware and software issues for desktops, laptops, printers, and other peripherals
- Familiarity with remote desktop support tools (e.g., TeamViewer, Remote Desktop Protocol)
- Understanding of Active Directory and user account management
- Utilized Zoho CRM analytics features to track performance metrics and measure sales team effectiveness.
- Provided recommendations for process improvements and optimizations based on data analysis.

CAREER OBJECTIVE

Senior IT manager with experience leading teams to ship customer-focused features and products that have delivered over \$30M of business value throughout my career. Looking for an opportunity to leverage that skill set

EDUCATION

Bachelor of Science

Electronic Communication Engineering / AAU

📅 2013- 2019

📍 Amman, JO

SKILLS

- Problem Solving
- Teamwork and Collaboration
- Adaptability and Flexibility
- Attention to Detail
- Creativity and Innovation

LANGUAGE

- Arabic – Native language
- English – B2
- Turkish – A2