MOHAMED WASSIM ABOUDA

IT OPERATIONS | SERVICE DESK SUPPORT

Doha, Qatar | +974 5070 6084 | med.wassim.abouda@gmail.com | LinkedIn | Portfolio

PROFESSIONAL SUMMARY

Computer Engineer with experience supporting business applications, issue investigation, user communication and technology operations. Practical background across web systems, account workflows, release support and vendor escalation.

CORE SKILLS

Technical troubleshooting • Incident logging • Application support • User assistance • Ticket follow-up • Issue escalation • Knowledge documentation • Account / access workflows • Windows & web systems • Jira • Office • Basic SQL / REST

PROFESSIONAL EXPERIENCE

Mergers United | Doha, Qatar — Jun 2024 – Jul 2026

IT Project Coordinator / Technical Supervisor

- Coordinated investigation of user-facing platform issues, permissions-related workflows and technical escalations with a vendor team.
- Prepared action records, testing notes and deployment-related follow-ups to support business users and release teams.

Satoricom Services | Doha, Qatar — Sep 2023 – Jun 2024

General Manager / Co-Founder

- Handled website, internal-system and service-provider requests; coordinated updates and operational handovers.
- Supported a corporate website and internal CRM, incorporating client feedback into functional checks, documentation and user handover.

Avenues Dental Center | Doha, Qatar — May 2023 – Sep 2023

Software Engineer

- Investigated web/application and business-email issues, communicating corrective actions to users and providers.

Arsela Technologies | Sousse, Tunisia — Nov 2022 – May 2023

Frontend Software Engineer

- Debugged browser and application behavior, validated API integration flows and worked with developers on fixes.
- Worked with development colleagues on UI fixes, form validation, API behavior and release-related testing.

EDUCATION & LANGUAGES

National Engineering Degree in Computer Engineering — Option: Software Engineering | 2022

EPI - International Private Polytechnic School, Sousse, Tunisia

Languages: Arabic (native) • French (fluent) • English (working proficiency)