MOHAMED WASSIM ABOUDA

ONSITE IT SUPPORT ENGINEER | APPLICATIONS

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

PROFESSIONAL SUMMARY

Doha-based Computer Engineer with practical experience investigating website and application issues, supporting users, documenting incidents and coordinating corrective action with developers and outside service providers. Strong software background complements frontline support.

CORE SKILLS

Onsite user assistance • Troubleshooting • Application incidents • Issue logging • Helpdesk-style follow-up • Escalation • Browser / web systems • Access workflows • Jira • Microsoft Office • Postman • SQL basics • Documentation

PROFESSIONAL EXPERIENCE

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

IT Project Coordinator / Technical Supervisor

- Supported platform users through issue clarification, defect reproduction, access-related workflow checks and technical escalation to an external vendor.
- Maintained action items and followed up fixes, test observations and delivery documentation with business stakeholders.

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

General Manager / Co-Founder

- Handled operational website/internal-tool issues and coordinated support requests, vendor responses and user 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; documented findings and coordinated service-provider resolutions.

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

Frontend Software Engineer

- Debugged React/Next.js frontend issues and validated API-linked user flows alongside engineering colleagues.
- 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)