Mohamed Ali Khateb

IT SUPPORT ENGINEER · SYSTEM ADMINISTRATOR · COMPUTER ENGINEER

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SUMMARY

Computer engineer with hands-on experience in IT support, network administration, AI model training and customer-facing technical work. I support a large workforce at a UAE contracting company, troubleshoot across hardware, software and networks, and keep the day-to-day running. I work in Arabic, Turkish and English, with years on the job in both Türkiye and the UAE.

EXPERIENCE

IT Support Technician
2026 — NOW

National Contracting Company (NCTC) · Sharjah, UAE

- First- and second-line support for hardware, software and network issues.
- Install, configure and maintain desktops, laptops, printers and peripherals across several office locations.
- Manage user accounts, permissions and group policies in Active Directory and Microsoft 365.
- Resolve LAN and Wi-Fi problems: switch configuration, VLAN setup, IP management and performance.
- Keep the IT asset inventory, procurement, warranties and hardware lifecycle in order.
- Apply security patches, manage endpoint antivirus and run routine system audits.

AI Trainer / Content Moderator
2022 — 2025

Conectys — TikTok content operations · Istanbul, Türkiye

- Trained and tuned classification models for TikTok's global content moderation pipeline.
- Analysed large platform datasets to find model weaknesses and gave structured feedback to ML engineers.
- Worked with tech, data science and policy teams to align model behaviour with guidelines and regional rules.
- Wrote QA performance reports and mentored new team members on guidelines and QA workflows.

Patient Experience Officer
2020 — 2022

Elay Clinic · Istanbul, Türkiye

- Supported Arabic-speaking patients from first enquiry to discharge follow-up.
- Interpreted between Arabic and Turkish during clinical consultations.
- Handled patient records, insurance checks, billing and payments.

PROJECTS

M.A.K Web Studio — founder makwebstudio.com
Bilingual web studio. Next.js, Cloudflare, browser-tested.

Personal website engrali.makwebstudio.com
Trilingual (EN / TR / AR) portfolio, designed and built from scratch.

SKILLS

IT SUPPORT

Windows · Active Directory · Group Policy · Microsoft 365 · Remote Desktop · Helpdesk

NETWORKING

LAN / Wi-Fi · TCP/IP · DNS / DHCP · VLAN · Switch config

HARDWARE

Desktops & laptops · Printers · Asset management · Endpoint security

WEB DEVELOPMENT

HTML / CSS · JavaScript · React · Next.js · WordPress · Cloudflare

PROGRAMMING

C · OOP · MySQL · Git

AI & DATA

Model training · Content classification · QA evaluation

LANGUAGES

Arabic	Native
Turkish	Fluent, professional
English	Professional working

EDUCATION

2017 — 2024
B.Sc. Computer Engineering
Karabük University, Türkiye

2016 — 2017
English & Turkish language studies
Karabük University, Türkiye

CERTIFICATES

- TÖMER Turkish language certificate — Karabük University
- English language achievement certificate — Karabük University
- Security awareness training — Conectys
- Wellness & workplace program — Conectys