



MHD OMAR KARSLI

Technical operations, electronics maintenance, and practical IT support with supervisory experience.

CONTACT

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KEY STRENGTHS

- Service operations supervision
- Electronics maintenance
- Mobile software & hardware service
- IT support for offices and SMBs
- Workflow, backlog, and quality control
- Basic internal networking
- Windows, Office, printers, file sharing

EDUCATION

Syrian Virtual University
Media — Radio & Television
In Progress

LANGUAGES

Arabic — Native
English — Intermediate

WEBSITE



Scan for personal website
omarkarsli.com

MHD Omar Karsli

Service Operations Supervisor | Technical Support & Maintenance

Hands-on technical professional with progressive experience across electronics, mobile service, home appliances, and practical IT support. Advanced from front-desk intake to leading multi-department service operations with direct responsibility for around 15 staff members. Since 2021, running an independent electronics maintenance and IT support center while also building and operating SVU Hero, an educational application serving approximately 500 students.

PROFESSIONAL EXPERIENCE

Owner / Operator, Electronics Maintenance & IT Support Center 2021 – Present

Independent Services | Damascus, Syria

- Run an independent maintenance center focused on electronics diagnostics, troubleshooting, and customer-facing service workflow.
- Provide external IT support for companies, including Windows installation, drivers, Office setup, printers, file sharing, user setup, and basic local network support.
- Handle both workshop-based technical work and on-site support requests depending on client needs.

Service Operations Supervisor | Technical Support & Maintenance 2014 – 2021

MES | Company serving as an authorized agent for multiple brands in Syria
Promoted internally from front-desk intake to mobile software service, mobile hardware repair, TP-Link department leadership, LG home appliances supervision, and added IT support responsibilities.

- Led daily operations across multiple technical departments and supervised approximately 15 staff members.
- Managed workload distribution, repair quality, technical decisions, intake and delivery processes, and service backlog control.
- Took responsibility for TP-Link service operations from 2017 onward, then added LG home appliances maintenance oversight.

PROJECT

Founder & Sole Operator, SVU Hero 2025 – Present

Independent Educational Tech Project

- Built and operates a student-focused application for Syrian Virtual University learners.
- Solely responsible for execution, technical implementation, and a question database containing approximately 22,000 items, currently serving around 500 students.