

Zain Omran

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Summary

I am a highly skilled and motivated individual with a passion for technology and a commitment to lifelong learning. I have experience in a wide range of fields, where I have gained valuable skills and knowledge. I am always looking for opportunities to learn and grow, and am committed to staying up-to-date on the latest technologies and trends. My technical abilities, team player attitude, and excellent communication and problem-solving skills make me a valuable asset to any organization. I am confident that I can make a positive impact and am eager to find opportunities that will help me continue building my career.

Experience



Information Technology Support Engineer

Al-Ayn Social Care Foundation - USA

Sep 2020 - Mar 2023 (2 years 7 months)

As an IT Support Engineer, I am responsible for providing technical assistance and support to customers. I troubleshoot and resolve a wide range of technical issues related to computer hardware, software, and networking. My role involves identifying and troubleshooting technical issues, and providing support to customers by phone, email, or in person.

I have a strong understanding of computer systems, including operating systems, hardware, and software. I am also familiar with various networking protocols and technologies, as well as security best practices. My excellent communication and customer service skills are key to my ability to effectively resolve technical issues and provide a positive experience for customers.

I am responsible for documenting technical issues and their resolutions, and am able to communicate clearly with customers and colleagues. My responsibilities also include the support of the company's internal computer systems, such as servers, desktops, and laptops. Additionally, I contribute to the maintenance and improvement of the company's IT infrastructure.



Administrative Assistant

Al-Ayn Social Care Foundation - USA

Jul 2020 - Mar 2023 (2 years 9 months)

Education



California State University, Fullerton

Master's degree, Computer Software Engineering

2021 - 2025



John F. Kennedy High School

2014 - 2018

Licenses & Certifications



The Bits and Bytes of Computer Networking - Coursera

PMLZTS3GMZV2



System Administration and IT Infrastructure Services - Coursera

UUHCLJ3VCRSQ



Technical Support Fundamentals - Coursera

ZFWRG25V7499



Google IT Support Specialization - Coursera

KAGL4SG2FG3X



Operating Systems and You: Becoming a Power User - Coursera

VWPUD54UDWDS



IT Security: Defense against the digital dark arts - Coursera

G4ZL7JXPM7D3

Skills

Computer Network Operations • Analytical Skills • SQL • Management • Operating Systems •
Networking • ITIL • Remote User Support • System Administration • Technical Documentation