



Ahmad Oweimer

IT support technician

Contact Details

Cell: +962 78 5519779

oweimera@gmail.com

Amman-Jordan

Languages

- Arabic mother tongue
- English (mid level)

References:

References Available Upon Request

Personal Profile

Personable and knowledgeable IT support technician with over 1 year of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients , Seeking to provide expert technical support to enterprise organizations and companies

Career Summary

TECHNICAL SUPPORT

JORDAN LEBANESE DISTRIBUTION COMPANY

January 2020- January 2021

- Handling customer technical support cases through phone and email submission
- Evaluating system potential through assessing compatibility of new programs with existing programs
- Improving existing programs by evaluating objectives and specifications, reviewing proposed changes and making recommendations
- Maintaining system functionality by testing computer components
- Maintain client confidence by keeping their information confidential

TECHNICAL SUPPORT

Jawhart alfalk

May2018 - January 2020

- Software Troubleshooting & Problem Solving
- Phone & Email Technical Support
- Assisted with general support for hardware, peripherals, network connections, and external software

skills

- Troubleshooting Skills
- Customer Service Skills
- Client Server Systems
- programming languages
- strong customer focus
- Friendliness

Academic Background

ALZAYTOONAH UNIVERSITY OF JORDAN 2013-2017

Computer information system

Bachelor degree in computer information system ,with good degree