

# Mohammad Abdullah Almutawa

Software Developer

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## EDUCATION:

**Bachelor of Science** | Sep 2019 - Dec 2021 | Pacific Lutheran University | Tacoma WA, USA

- **Major:** Computer Science
- **Relevant Coursework:** Design and Analysis of Algorithms, Computer Organization, Programming Language Concepts, Objects and Design, Capstone Senior Seminar, Calculus, Linear Algebra.
- **GPA:** 3.35/4.00 | **Dean's List:** Spring 2020

**Diploma** | Jan 2016 - Sep 2018 | Kwantlen Polytechnic University | Surrey BC, Canada

- **Major:** Computer Information Systems
- **Relevant Coursework:** Intro to Comp Hardware & Software, Systems Analysis and Design, Statistics, Operating Systems, Object-Oriented Programming, Data Structure, Discrete Math for IT, Database Management Systems, Server Operating Systems, Advanced Web App Development, Enterprise Res Planning System, Mobile Programming
- **GPA:** 3.60/4.33

## PROJECTS:

**Gradebook App** | Sep 2020 - May 2021

- Android and iOS application for students wanting to monitor and maintain grade progress throughout college.
- **Technologies Used:** Dart, Flutter, Firebase, Android Studio, Xcode, Git.

**Gomoku Game** | Feb 2020 - May 2020

- Connect-5 multiplayer desktop game played on a traditional Japanese Go board.
- **Technologies Used:** Java, Git.

**Gradebook Website** | Jan 2018 - May 2018

- Website for students wanting to monitor and maintain grade progress throughout college.
- **Technologies Used:** MySQL, JavaScript, PHP, HTML, CSS.

## SKILLS:

Network Cabling	Active Directory	Network Administration	Flutter	Git
Windows Server	Troubleshooting	Network Support	IT Support	Dart
Agile development	Python	Java	Linux	REST API
JavaScript	MySQL	C#/C/C++	Firebase	Firestore
HTML	PHP	CSS	MySQL	

## EXPERIENCE:

**Senior Help Desk Specialist** | Aujan Coca-Cola Beverages Company | Jan 2013 – May 2014 | Dammam, KSA

- Oversaw network upgrade project at ASDI factory and warehouse which included the communication with vendors, supervising the installation and configuration of network equipment such as VLAN switches and IP phone system, meeting with departments managers to discuss department needs and plan for suitable network-down time if needed.
- Contacted ISP for any service interruption, HP sever support for any hardware failures and photocopiers vendor for any hardware failures.
- Led and directed a team of help desk technicians towards resolving current and pending issues.

**IT Help Desk Technician** | Aujan Coca-Cola Beverages Company | April 2011 – Jan 2013 | Dammam, KSA

- Responded to an average of 20 clients daily issues via phone, email, remotely or in-person.
- Carried out the backup and data transfer, installation of OS and company related software on new PCs and joining them to company's domain.
- Provided technical support to more than 150 user with regards to network connectivity, email and OS issues, network printers, IP phones issues, wireless access points, domain accounts recovery and activations.

## PROFESSIONAL CERTIFICATES:

- **CCNA** June 2017
- **ITIL** December 2012