**Education**

***Al Balqa’ Applied University - Amman, Jordan***

Bachelor Degree: Computer Engineering ***January 2012***

GPA: 3.09

Relevant Courses

* CCNA R&S
* MCSE
* HTML
* ACE Training Program by ACTi
* APLUS Technical Training Program by ACTi

**Work Experience**

***Kimpton Group - Portland, OR***

Help Desk Specialist ***December 2017-Current***

* Resolve any issues related to the servers, networks and telecommunications by consistently troubleshooting and monitoring.
* Performs administration tasks including user/group administration, security permissions, group policies, systems configuration, research event log warnings and errors, and resource monitoring.
* Administer on-call and after-hours technical support during monthly scheduled outages and unscheduled emergency situations.
* Working tickets & requests from start to finish with a high level of customer service & communication.

***Kroger Technology – Portland, OR***

Desktop Support Analyst ***May 2017 - September 2017***

* Completed and documented all calls in the form (ticketing system) of service tickets through resolution.
* Analyzed and determined the magnitude of the incidents and escalated to management any identified trends affecting customers to reduce overall incidents.
* Provided outstanding customer service and expertise as the first point of contact for support.
* Communicate technical analysis and resolution through written documentation within the knowledge base.

***GISTEC - Sharjah, UAE***

Technical Account Manager ***December 2015 - February 2017***

* Provided technical support for customers to support pre-sales and post-sales processes.
* Analyzed customers’ needs and suggested upgrades or additional features to meet their requirements.
* Provided developers with customers’ feedback to help identify potential new features or products.
* Served as an escalation point for service issues and owned communication in critical situations.

Professional Services Engineer ***June 2015 - December 2015***

* Worked closely with clients to define, analyze, design, code, test, document, deploy and maintain custom software solutions within projects.
* Installed and configured server software products and provided knowledge transfer to clients enabling them to manage applications.
* Supported delivery of pre-sales activities, including responding to client requests for information, planning, developing conceptual solution presentations and demonstrations.

Technical Support Engineer ***October 2014 to June 2015***

* Provided high-quality technical support “Tier 2” to end users of multiple software to effectively diagnose and resolve incidents, while making a positive impression.
* Acted as a consultant and offered solutions for customers' problems.
* Worked with all internal groups, including support, sales, engineering, product management, and consulting to find a proper solution.
* Followed standard procedures for proper escalation of unresolved issues to the appropriate internal teams.

***Aman Information Systems - Amman, Jordan***

System Solutions Engineer  ***July 2012 to June 2014***

* Managed and monitored all infrastructure and system installations, including configurations, testing, and maintenance.
* Identified potential issues and integrated possible solutions.
* Created reports and documentation outlining findings and solutions.
* Provided guidelines for implementing secure systems for customers and installation teams.

***Al Zina Geometrical - Amman, Jordan***

IT Trainee ***March 2010 to June 2012***

* Assisted in providing tier 1 support for and maintenance of computers, servers, peripherals, network devices and other computer hardware.
* Assisted in installing, configuring, maintaining and updating desktop and laptop computer operating systems, drivers and application software.
* Assisted in diagnoses, troubleshooting, and repairing computer problems relating to software packages, basic hardware issues, security and password problems.

**Qualifications**

* Fluent: Arabic (Native) and English.
* Analytical and problem-solving skills.
* Project management skills.
* Ability to work under pressure.