Mohammad Alnawateer

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Field-focused IT Support and Desk-side Support Technician with hands-on experience supporting Windows and macOS environments, troubleshooting hardware, software, and access issues, and delivering customer-focused technical support. Strong background in end-user interaction, incident documentation, and resolving issues efficiently to meet SLA expectations. Reliable, detail-oriented, and comfortable working onsite across multiple locations.

EDUCATION

Bachelor of Applied Technology, Grand Canyon University , GPA: 3.7/4.0   **March 2026**

Arizona, (Remote)

• Relevant Coursework: Web Development, Comptia A+ (In Progress)

Bachelor of Software Engineering ,World Islamic Sciences university
September2019 – May 2022

Amman/Jordan

WORK, EXPERIENCE AND PROJECTS

IT Support Projects & Hands-On Labs (2024–Present)
- Installed, configured, and supported Windows 10/11 systems including imaging and user setup
- Diagnosed and resolved hardware issues involving laptops, desktops, printers, and peripherals
- Supported end users with login, access, and software issues using clear communication
- Documented incidents and resolutions using ticket-based workflows aligned with SLAs
- Performed preventative maintenance to ensure system reliability

Waiter Website – PHP/MySQL Application Support (2024–2025)
- Provided technical support for login, access, and data-related issues
- Resolved authentication and permission problems
- Documented solutions and communicated clearly with non-technical users

Customer Service / Front-Line Support Roles (Ongoing)
- Delivered customer-focused service in fast-paced environments
- Responded quickly to issues and ensured customer satisfaction
- Built communication and problem-solving skills transferable to IT support roles

Technical Skills

- **Operating Systems:** Windows 10/11, macOS, Basic Linux.
- **Support & Tools**: Ticketing systems (ServiceNow)
- **Active Directory:** user accounts, password resets.
- **Networking**: TCP/IP ,DNS, DHCP, Wi-Fi troubleshooting.
- **Hardware**: Desktops,Laptops,Printers.

SKILLS

Skills: Microsoft Excel, PowerPoint, Word, Google Workspace.
Languages: English(Fluent),Arabic (Fluent), Spanish (Intermediate)