Orwah Khadrow

Mobile Developer & IT Support Specialist

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Summary

Solutions-oriented mobile developer and IT support specialist with an electronics background. Experienced in building and shipping apps with React Native and SwiftUI and in delivering high-quality technical support across Windows, iOS and Android environments. Comfortable with ServiceNow, Active Directory, device lifecycle, networking and hardware/software troubleshooting. I enjoy roles where I combine development, support and continuous improvement—with user experience and clear communication at the core.

Skills

Development: React Native, Swift/SwiftUI, Xcode, Android Studio, UI/UX, Figma
IT Ops & Support: ServiceNow, Active Directory, Microsoft 365, Windows/Linux, iOS/Android, device lifecycle, patching, TCP/IP networking, hardware & software troubleshooting
Cloud & Tools: Azure (basic), AWS (basic), PowerShell (basic), Hyper-V
Ways of working: Agile/Scrum, incident & problem management, documentation & knowledge bases, customer service
Languages: Arabic, English, Swedish
Driver's license: B

Experience

Own Work – IT Support & Repairs | Skåne | 07/2023 – Present
Troubleshooting and repairing computers, phones and peripherals. Installing, upgrading and optimizing OS and applications. Customer guidance and data hygiene.
- Resolved >90% of incoming tickets same day through structured troubleshooting and clear communication.
- Introduced a quality-control checklist that reduced repeat visits/returns.

IKEA AB – Technical Support Specialist | Malmö | 10/2022 – 07/2023
On-site and remote support for co-workers; ServiceNow, AD, clients, networking,

patching, orders, telephony and mobile management.
- Managed incidents and requests in ServiceNow with strong SLA adherence.
- Troubleshot Dell clients, iPhone & Android; authored standardized guides in the knowledge base.

IKEA AB – Temporary Staff (Ambulerande tjänsteman) | Malmö | 10/2022 – 12/2022
Worked across Logistics, Service Business Team and Customer Experience; hands-on problem solving in day-to-day operations.

Väringen Elderly Care – Personal Assistant / Kitchen Assistant | Lund | 12/2017 – 11/2019
Support in daily activities, kitchen work and internal IT help.

Kilif Kilif – Sales/Customer Service/Supervisor | Mersin | 06/2014 – 07/2015
MABCO – Troubleshooting/Customer Service/Supervisor | Latakia | 10/2008 – 05/2010
MASSA Center – Shop Owner (Mobiles & Computers) | Latakia | 01/2006 – 01/2007

Selected App Projects (iOS/Android)

TogetherWeCan – Volunteering/Community app
React Native app with mobile authentication, event feed and push notifications connecting volunteers and organizations.

My Word Today – Daily quotes/affirmations
Lightweight app with local notifications and sharing; emphasis on accessibility and offline-first use.

Medicine-Tracker – Medication reminders
Cross-platform reminders with schedules, logs and simple history—designed for clarity and reliability.

Sermon Caster – Media/Podcast
Publishing and playback for sermons/lectures with search, favorites and background audio.

Code/links available upon request. Happy to demo the apps in an interview.

Education

Vocational Diploma – iOS & Android Programming | Malmö, 2024
React Native • Xcode • Swift/SwiftUI • UI/UX (Figma) • Android Studio

Diploma – IT Technology (Lexicon) | Malmö, 2019–2020
Hardware, software, networking, mobile devices, OS, security, troubleshooting

ITIL Foundation v3, IT Security, PowerShell, Hyper-V, Microsoft 365, Azure, Cisco Cybersecurity, Cloud MTA, Windows Server
Intro courses: AZ‑900, AZ‑901, AZ‑103, MS‑900, MS‑100, MS‑101, MD‑100

Vocational Diploma – Electronics | Latakia, Syria, 2006–2008
Logic systems, PC assembly and troubleshooting
Thesis: Infrared sensor for heart-rate measurement

Adnan Makhlouf High School – Electronic Technology | Latakia, Syria, 2003–2006

Additional

- Strong customer focus: explain technical topics simply and clearly.

- Document solutions and create guides that speed up first-line resolution.

- References available on request.