# ****ANAS ABU AL-SOUD****

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## 👤 ****Profile****

Motivated IT Technician with strong hands-on experience in **hardware installation, troubleshooting, and on-site IT support**. Skilled in handling servers, PCs, and network equipment, with a proven ability to follow **Standard Operating Procedures (SOPs)** and ensure smooth operations. Passionate about **data center technologies** and eager to grow through AWS’s Work Based Learning Program.

## 💼 ****Experience****

**On-site Technician – Kemira Kemi AB, Helsingborg**  
2022 – 2023

* Installed and configured **servers, PCs, and networking equipment**.
* Performed troubleshooting and diagnostics on hardware, printers, networks, and user accounts.
* Collaborated with IT operations teams to maintain **system stability and availability**.
* Worked with structured ticket handling and documented technical cases.

**Field Service Technician – Barona (for Fujitsu & InfoCare), Skåne**  
2021 – 2022

* Repaired and replaced hardware components in **HP and Lenovo devices**.
* Installed and supported **POS systems, switches, and routers**.
* Handled customer service tickets on-site, ensuring **minimal business disruption**.
* Followed safety standards and escalation procedures when required.

**Support Technician – TechBuddy, Skåne**  
2018 – 2019

* Delivered **on-site IT support** to individuals and small businesses.
* Installed, configured, and troubleshot **computers, networks, and printers**.
* Provided strong customer service and documented all technical work.

## 🎓 ****Education****

**Lexicon IT-Proffs / Luleå University of Technology**  
System Development & IT Operations | 2024 – 2025

**Lund University, Faculty of Engineering (LTH)**  
B.Sc. in Computer Engineering (180 ECTS) | 2020 – 2025

## 🛠️ ****Technical Skills****

* **Hardware:** Installation, diagnostics, upgrades, component replacement.
* **Networking:** TCP/IP, routers, switches, Wi-Fi troubleshooting.
* **Systems:** Active Directory, Microsoft 365, ticketing systems.
* **Support:** On-site IT support, documentation, SLA-based work.
* **STEM Knowledge:** Programming basics (C#, Java, Python), databases.

## ⭐ ****Key Competences****

* Hands-on **hardware handling** (installation, repair, decommissioning).
* Knowledge of **data center operations** and structured cabling.
* Strong **problem-solving and troubleshooting** abilities.
* Experience with **ticketing systems** and incident handling.
* Physically fit and experienced with **field work** (lifting, racking equipment).
* Quick learner with strong interest in **cloud and infrastructure technologies**.

## 💬 ****Languages****

* Swedish – Fluent
* English – Fluent
* Arabic – Native

## 🚗 ****Other****

* B driver’s license
* Comfortable working independently or in a team
* Adaptable to **shift work and physical tasks** (lifting up to 20kg, confined spaces)