ANAS ALSAMMARRAIE

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EXPERIENCE

Pixel Mobile Shop – Amman, Jordan
Customer Support / Sales Specialist   *Sep 2018 – Present*

- Follow up with customers to process their technical issues to get it resolved by utilizing service software
- Data entry and research as required to troubleshoot customer problems
- Working with team members and supervisors to come up with improved selling techniques
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism
- Clearly and effectively communicate with customers and Prepared informative documents to be used

Al-Khora company Amman, Jordan
IT Support Engineer   *Jul 2017 – Oct 2019*

- Performed break-fix repairs such as hard drives, power supplies, cooling fans, and ram replacement
- Provide first level support if an issue arises during the shift
- Peripheral installation/support (LAN/local printers, card readers, scanners, Projectors, etc
- Participate and support the Continuous Improvement initiatives in the IT dept
- Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers

Red Zone Nutrition – Amman, Jordan
Graphic Designer
                                        Jan 2015 – Jan 2016

- Creativity and Graphic Design skills to ensure final graphics and layouts are visually appealing and on-brand
- Increase traffic and appeal to target audiences and determine target needs - goals
- Produce content to be posted online, develop illustrations, logos, and other designs using software

Rose – Baghdad, Iraq
Network Specialist
                                        Jan 2013 – Jan 2015

- Keeping informed of developments in network technologies and infrastructure
- Ensuring secure and stable server connectivity and testing network protocols
- Helped put processes in place to maintain a stable network environment
- Analyze customer requirements to refine better contribution to the development of networking tools
- Identify and resolve all hardware related problems for better performance and detect issues for networking strategies

EDUCATION

Baghdad College of economic sciences University

Bachelor of Computer Software Engineering   2012-2017

SKILLS

•Information Technology • Networking • Troubleshooting • Teamwork   • MS office   • Python •Database
•IT hardware support • Online support • Windows Server • Cisco Networking • Linux • AWS cloud •Bash Shell

Languages: Fluent in English, Native Arabic

CERTIFICATIONS & TRAINING

- AWS Certified Cloud Practitioner
- Technical Support Fundamentals – Coursera - EMKUHJY2U7PZ
- Crash Course on Python – Coursera - BH23TMMHSFXP
- Internet Connection – Coursera - AUK3KGMZ69P7
- Verified international academic qualifications - WES 4950905IMM