
SUMMARY

Strategic, analytical, and tech-savvy professional with a Bachelor's Degree in Computer Information Systems from Arizona State University. Proven expertise in providing exceptional technical support and ensuring seamless system reliability for end users. Skilled in troubleshooting hardware, software, and network issues, while delivering high-quality customer service. Fluent in English and Arabic, with a commitment to delivering outstanding service and fostering strong relationships.

SKILLS & CORE COMPETENCIES

- **Technical Support & Troubleshooting:** Incident resolution, root cause analysis.
- **Communication & Collaboration:** Effective interaction across phone, email, chat, and in-person support.
- **Content Management:** WordPress
- **Process Automation:** Workflow optimization using Power Automate and SharePoint..
- **Data-Driven Decision Making:** Collecting feedback to drive continuous improvement.
- **Technical Proficiency:** Office 365, HTML, CSS, JavaScript.
- **Languages:** English, Arabic

PROFESSIONAL EXPERIENCE**Technical Support Specialist**

Feb 2022 – Nov 2024

Arion Care Solutions, Chandler, AZ, USA

- Delivered 1st-level technical support, troubleshooting and resolving hardware, software, and network issues, resulting in minimal downtime and optimized end-user satisfaction.
- Streamlined workflows using Power Automate and SharePoint, enabling efficient document storage and collaboration.
- Maintained accurate records of incidents and resolutions using ITSM tools, providing detailed reports and root cause analyses to improve system performance.
- Conducted daily system checks to ensure reliability of user-facing applications and technical equipment, addressing issues proactively to prevent disruptions.
- Interacted with end users across multiple channels (email, phone, chat, and in person) to collect detailed information, diagnose issues, and provide effective solutions.
- Oversaw the setup and replacement of equipment for new hires and existing employees, ensuring seamless onboarding and minimal downtime during transitions.
- Utilized DocuSign PowerForms to streamline document workflows, enabling managers to efficiently send and track documents requiring approvals.

EDUCATION**Bachelor of Science, Computer Information Systems**

Dec 2021

Arizona State University, Tempe, AZ, USA

- Awards: New American University Scholarship
- GPA: 3.45