

# MOAYAD ALMARZOOK

## CONTACT INFORMATION:

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## PROFESSIONAL SUMMARY:

Senior field engineer provides support to an organization's IT systems, assemble and install client desktop computers and assist the end-user in securing their hardware. Obtained a master's degree in software Engineering from the University of Scranton. I am skilled in a variety of technologies including React.js, Node.js, Next.js, Java, GraphQL, C++ and Python. as well as structural queries such as SQL, Mango DB and Oracle.

## EXPERIENCE:

### Senior Field Engineer

*April 2023-Present*

- *Hardware and Network installation, configuration, maintenance and repair*

### Technical Support Engineer

*July 2011-July 2012*

- *Overseen the ticketing system by assigning it to the fitting involved party. Ensuring the issue is solved and documenting it*
- *Supported employees with technical issues onsite and remotely*
- *Installed over 100 PCs for classrooms and other educational equipment*
- *Assisted over 3000 students in installing educational programs and troubleshoot general hardware and software technical issues*

### System Analyst Intern

*June 2010 -August 2010*

- *Provided database queries for reports and statistics*

### Technical Support Engineer Intern

*July 2014-September 2014*

- *Designed an audit reporting system*

## EDUCATION:

**Master of Science in Software Engineering, University of Scranton**

*July 2016 with a GPA of 2.7/4*

**Bachelor of Science in Information Technology, Prince Muhammed Bin Fahd University**

*May 2011 with a GPA of 3.14 out of 4*

## TECHNICAL SKILLS:

### Tech Stack

- React.js, Node.js, Next.js, Graph QL
- JavaScript, Java, C++, Python
- HTML5, CSS
- SQL, oracle, Mango DB

### Integrated Development Environment

- Visual Studio Code
- Eclipse Spring Boot

## HONORS AND AWARDS:

- King Abdullah Scholarship Program
- PMU Information Technology dean's list

## WORKSHOPS:

- Education for Employment, Leadership and Communication 2014
- Basic Leadership and Management Skills 2012

## LANGUAGES:

- Arabic
- English