

MOAYAD ALSHAWESH

Technical Support Specialist | Computer Science Graduate

✉ moyadalshawesh@gmail.com ☎ 0787779133 📍 Amman, Jordan, 11118

🌐 linkedin.com/in/moayad-alshawesh-877495342 🏠 github.com/Moayad-77

PROFESSIONAL SUMMARY

Ambitious Computer Science graduate with strong problem-solving skills and a solid foundation in software troubleshooting, infrastructure support, and operating systems. Highly proficient in system administration, Active Directory, and network troubleshooting, backed by an intensive Google professional certification. Known for excellent attention to detail, accountability, and communication skills in high-pressure enterprise environments. Currently advancing skills in Windows Server environments to ensure high system stability and top-tier technical support.

TECHNICAL SKILLS

System & IT Support

Active Directory, Group Policy (GPO), Operating System Configuration (Windows/Linux), Application Troubleshooting, Ticket Resolution, Log Analysis.

Programming & Frameworks

C# (Basic/Intermediate), JavaScript (ES6+), PHP (Native OOP), Python, HTML5, CSS3.

Soft Skills

- Attention to Detail
- Verbal Communication Skill
- Problem Solving
- Shift Flexibility & Time Management

Networking & Infrastructure

DNS, DHCP, IP Addressing & Subnetting, Network Troubleshooting (ping, ipconfig, tracert).

Database Management

MySQL, SQL Optimization, Relational Database Design (ERD).

PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT INTERN, *Matrix Business Technology*

05/2025 – 01/2026

Amman

- Provided Tier-1 and Tier-2 technical support to internal staff and corporate clients, diagnosing and resolving hardware, software, and enterprise network connectivity issues.
- Configured, formatted, and deployed workstation computers, ensuring proper installation of Windows OS, software patches, and essential business applications.
- Assisted in managing local network infrastructure, monitoring connectivity stability, and troubleshooting DNS, DHCP, and IP configuration issues.
- Managed user accounts, access permissions, and system configurations, ensuring alignment with the company's IT security and data reliability standards.
- Assisted in monitoring and supporting attendance, access control, and service management systems.
- Assisted in managing Windows Server environments, monitoring system uptime, and maintaining IT documentation for server configurations.

Skin Analysis & E-Commerce Platform

- Measurable Result 1: Engineered an AI classification engine (ViT) achieving 95% accuracy in diagnosing skin conditions through refined training on Python and PyTorch.
- Measurable Result 2: Optimized Back End performance by implementing a Native PHP MVC architecture, reducing server response time by 40%.
- Measurable Result 3: Developed a responsive Front End Web using Javascript and AJAX that handled 100+ concurrent user sessions with zero lag.
- Measurable Result 4: Designed a MySQL database with 20+ related tables, improving data retrieval efficiency by 30% via SQL optimization.
- Measurable Result 5: Managed the end-to-end development of 3 distinct modules (AI, E-Commerce, Admin Panel), delivering the final Web Application 2 weeks ahead of schedule.
- Web Architecture & Design: Applied advanced Web Design principles to ensure a seamless user journey across the entire Web Architecture.
- Communication & Collaboration: Utilized excellent verbal communication and organizational skills to lead technical research and project documentation.

EDUCATION

Bachelor of Science in Computer Science, Al-Bayt University

01/2026

Graduation:

Jordan

LANGUAGES

Arabic

(Native)

English

(Professional Working Proficiency).

Certificates

Google IT Support Professional Certificate | Issued by Google

- *Core Modules:* Technical Support Fundamentals, Computer Networking, Operating Systems, System Administration & IT Infrastructure Services, IT Security.