

# Ahmad Al-Khatib

Jordan, Amman  
Ahmadalkateeb111@gmail.com  
00962798671761

## SUMMARY

Technical Support Representative skilled at resolving complex customer service issues in a timely manner. Technical support professional with extensive IT background. Enjoys troubleshooting to find solutions to technical issues.

## EDUCATION

Arab Community College	Amman, Amman Governorate
High School Diploma	Graduated October 2011
Communication Engineer	

## WORK EXPERIENCE

German Jordanian University	Amman, Amman Governorate
Technical Support	January 2012 - Present

Provided base level IT support to company personnel. Built and maintained successful relationships with service providers, dealers and consumers. Resolved customer complaints and concerns with strong verbal and negotiation skills. Maintained composure and patience in face of difficult customer situations. Processed an average of [number] inbound and outbound technical support calls. Support customers with account issues. Researched issues on various computer systems and databases to resolve complaints and Answer inquiries.

## MAIN SKILLS AND ABILITIES

Windows 7/8.1/10  
Microsoft Office  
2007, 2010, 2013, 2016, Office 365  
Strong ActiveX troubleshooting  
skills  
LAN aptitude  
Help Desk System  
Knowledge of F-Secure  
Antivirus  
Proficient in AVG, Printers, PC  
Security systems  
Accomplished with mobile  
devices  
Coursework includes  
Computer Programming (A+).  
Troubleshooting proficiency  
English Course (B2)

---

## LANGUAGES

Arabic	Native
English	Good