



waheed Mohammed alhourani

EDUCATION

- The Information Technology Institute, Specialist Technical Supporter and Connecting Network. Hard ware/Software (Diploma)
19/9/2004 to 25/8/2005. / 1400 training hour
- Secondary School (Tawjihi), Commercial branch 2004

Training

- Communications Skills in Institute of Technology - 2005.
- The ready programming (software) 2.7.2005 – 16.3.2006.
- Mesbar telecom system CORP hos successfully completed 70 hours training course in CCNA Training course.

WORK EXPERIENCE

- ❑ Salesman and Data Entry, HAWARI FOR TECHNOLOGY (SAVEWAY)
May 27, 2014 till Now.
- ❑ Sales and Computer Maintaining, ALNAJM ALKHAS:
May 15, 2011 till 2014
- ❑ Private Star Company / Technical support, maintenance and network extension.
2010-2012
- ❑ Computer & Networks Technical, ALREYADH Co. for Cleaners.
May 01, 2010 till September 01, 2010

Responsibilities:

- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks .
- Talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues .
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Providing support, including procedural documentation and relevant reports.

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📍 Amman – Jordan

♥ 31/12/1986 - Married

SKILLS

- Technical skills
- Organizational skills
- Communication skills
- Working well under pressure
- problem-solving skills
- Leadership

LANGUAGES

- Arabic: Native
- English: Good in (reading , writing and spoken)

- Following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new applications.
- Setting up new users' accounts and profiles and dealing with password issues.
- Working continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritizing and managing many open cases at one time.
- Rapidly establishing a good working relationship with customers and other professionals; software developers.
- Testing and evaluating new technology.

❑ **Computer & Networks Technician, AI THEQA. Est.
FOR COMPUTERS**

February 01, 2008 till April 13, 2009

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- Installing and configuring computer hardware operating systems and applications.
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- Talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults
- Providing support, including procedural documentation and relevant reports.
- Supporting the roll-out of new applications
- Setting up new users' accounts and profiles and dealing with password issues.
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❑ **Connecting & Maintenance, TRUST Company
February 02, 2008**

❑ **Technical Supporter, Chrystal Company
September 24, 2007 till October 24, 2007**

❑ **Connecting & Maintenance, SHA"ABAN Company
December 17, 2005 till September 23, 2007**

❑ **Trainer, ALRAED ALARABI FOR ELECTRONIC
September 01, 2005 till December 15, 2005**

❑ **Connecting & Maintenance Assistant, ALRAWNAQ
Company
October 01, 2004 till September 30, 2005**