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SUMMARY:

Passionate and detail-oriented Web Developer and Technical Support Specialist experienced in PHP and Laravel for developing dynamic web applications. Previously worked as a Technical Support Specialist in the Information Management Department, providing solutions for system issues, troubleshooting hardware/software problems, and ensuring smooth IT operations

WORK EXPERIENCE:

AppTrainers- Internship / Full-stack Web Developer

12/2024 - Present

Tasks:

- Participated in a hands-on training program focused on web development, with an emphasis on PHP and Laravel framework.
- Learned to build dynamic and scalable web applications, implementing backend logic and database interactions.
- Gained a solid understanding of Agile methodologies (Scrum and Kanban), actively participating in sprints and daily standups.
- Utilized Jira to track project progress, manage tasks, and collaborate effectively with team members.

Abu Tafesh Roasters - Technical Support

07/2023 – 3/2025

Achievements/Tasks:

- Resolved IT Issues Efficiently – Diagnosed and fixed hardware, software, and network issues, reducing system downtime and improving workflow efficiency.
- Enhanced System Performance – Optimized IT infrastructure, ensuring smooth operations across multiple branches and the factory.
- User Support & Training – Provided technical assistance and training to employees, improving their ability to use internal systems effectively.
- Managed IT Assets – Monitored and maintained company devices, ensuring proper functionality and timely upgrades.
- Implemented Security Measures – Assisted in enhancing cybersecurity practices, protecting company data from potential threats.
- Collaborated with Teams – Worked closely with the IT and operations teams to streamline processes and enhance technical support strategies.

EDUCATION:

Bachelor's , Computer Science

Al-Balqa Applied University (BAU)

02/2022 - 09/2024 (Jordan – Alsalt)

Diplom, Network And Information Security

Khawarizmi University Technical College (KUTC)

09/2019 - 10/2021 (Jordan – Amman)

SKILLS:

- Networking
- Teamwork
- Computer Hardware
- Problem Solving
- Technical troubleshooting
- OOP
- GitHub
- PHP Laravel
- C++
- Java
- SQL
- Git
- HTML
- CSS

COURSES:

CCNA-*CISCO*

05/2024 - 09/2024

Information Technology -*Zarqa University*

03/2016 - 12/2016

LANGUAGES:

Arabic

Native language

English

Good