



Ahmad Al Sheikh

Technical Support

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Profiles

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Skills

IT SUPPORT

Customer service, HELP DESK, LAN, WAN, WI-FI, Networking, Active Directory, Security, Virtualization, Cloud Computing, Business Development, CRM, Coordinator, Windows Server, Domains, Hosting, IIS, Database, Troubleshooting, User management, Office 365 management, Diagnosis, Workarounds, MAINTENANCE, TCP/IP, DHCP, DNS, Backup, Remote/Shadowing, Desktop Apps

Programing Skills

ASP.net, WebForms, C#, APIs, Windows Services Development, SQL, MSOL, VB.net

Soft Skills

Teamwork, Leadership, Problem Solving, Communication, Time Management, Attention to Detail

Certifications

Introduction To .Net Framework 3.5 (30 hours)

Excellent Train

ADO.Net 3.5 using VB.Net (30 hours).

Excellent Train

Web Application Development Using ASP.Net 3.5 (30 hours).

Excellent Train

Linux and open-source course.

Jordan University

Languages

Arabic

Mother tongue

English

Fluent

Summary

Dedicated **IT Officer** , **Technical Support Specialist** and **Web Developer** with a passion for leveraging technology to enhance efficiency and streamline operations.

With a proven track record of over **10 years in C#/.NET development, IT management** and providing exceptional **support** for a diverse range of software solutions, including **ERP, warehouse management , accounting, and point of sale** systems, I am committed to delivering innovative solutions that positively impact users' experiences.

Throughout my career, I have thrived in **high-pressure, fast-paced** environments, where I've honed my skills in **problem-solving, project management**, and effective **communication**. My ability to navigate complex technical challenges and adapt to evolving technology landscapes has been instrumental in driving success for both internal operations and client-facing projects.

Experience

Trust Soft / Solid Soft

June, 2023 - Present

Senior Technical Support Specialist

Al Gardens St., Amman, Jordan

- Provided expert technical support for a range of enterprise software solutions, including ERP, warehouse management, accounting, and point of sale systems, with a primary focus on MSSQL.
- Resolved complex issues and performed troubleshooting to ensure the smooth functioning of software systems, minimizing downtime for clients.
- Collaborated closely with clients to understand their unique business requirements and customize software solutions to meet their needs effectively.
- Conducted training sessions for end-users to facilitate adoption of new software features and maximize utilization.
- Stayed abreast of industry trends and best practices in MSSQL administration and software support to provide proactive and informed assistance to clients.

Moments Telecomedia

Sep 2013 - June 2023

Technical Manager

Al Madina Al Monawara St., Amman, Jordan

- Improved Enterprise IT services and products and accelerated service delivery in my company. - Provided full IT technical support and aided global management teams in ensuring efficient business processes. - Provided IT support, troubleshooting, and system administration. - Made numerous on-site visits to develop and troubleshoot partner solutions. - Resolved 20+ customer issues per day with 95% success. - supplied Technical support includes registering client software, setting up customer software accounts, and transferring end user software application data from customers' original workstations to new pc workstations. - Provided basic end-user support by guiding customers through software installation, configuration, and reconfiguration. - Troubleshoot and support customer/client software across multiple platforms, browsers, and devices. - Over 300 Windows/Windows Server machines were installed, serviced, and upgraded by me.

Moments Telecomedia

Jan 2013 - Sep 2013

Technical Support

Al Madina Al Monawara St., Amman, Jordan

- Resolving issues/problems reported to helpdesk via phone call or other reporting tools in order to provide end-to-end user and system support for the corporate office, including application support for the company's vendors. - Resolved numerous problems with servers, networking, and Asp.net systems, as well as TV broadcasting, title boxes, and air boxes. - Follow up with customers and return phone calls as needed. - Stay current on system information, changes, and updates.

Education

Jordan University

2009-01-01 - 2013-01-01

Computer Information Systems

Bachelor's Degree

Universal Schools

- 2009-01-01

High School

References

Hussam Dahbour

Direct Manager

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