

Mohamed Khair

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[LinkedIn](#) | [Portfolio](#) | [GitHub](#)

EDUCATION

Arizona State University
Bachelor of Science (B.S.) Software Engineering

PROFESSIONAL EXPERIENCE

Bozzelli's Hybrid, Washington, DC
IT Support Engineer 08/2022 - Current

- Provided responsive and effective technical support to restaurant staff, addressing hardware and software issues in a timely manner.
- Installed and maintained POS systems, enhancing customer service.
- Managed and maintained the organization's website, ensuring a user-friendly online presence.

Apple Inc Remote, US
Technical Support Advisor 05/2022 - 12/2022

- Proficiently managed call flow, expertly responding to the technical support needs of Apple customers, and delivering exceptional customer care.
- Utilized Slack as an internal communication tool to enhance team collaboration.
- Effectively employed internal ticketing systems for the meticulous management, tracking, and execution of tasks related to customer accounts.

JPMorgan Chase Remote, US
Software Engineering Internship 06/2022 - 08/2022

- Developed and executed comprehensive test plans using Python, MySQL, and Node.js, ensuring software functionality and security.
- Demonstrated strong problem-solving skills by addressing complex technical challenges.
- Documented software designs, code, and technical processes to facilitate knowledge transfer within the team.

PROJECTS

[Matching Game](#) | [Airbnb](#) | [Magic 8-Ball](#) | [Words of Encouragement](#) | [Fran's Flowers](#) | [Foster a Pet](#)

CERTIFICATIONS

[JPMorgan Software Engineering Virtual Experience](#)

[ASU Web Development Program](#)

[Web Development with HTML, CSS & BOOTSTRAP](#)

[Web Development with JAVASCRIPT & API](#)

[SQL Crash Course](#)

[AI for L&D](#)

SKILLS

Technical: JavaScript, Python, MySQL, HTML, CSS, Git, Node.js and Bootstrap

Transferable: Technical Support, Leadership, Active Learning, Customer Support

Languages: English, Arabic