

Tsneem Ali

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Profile

Versatile IT Support professional with 3+ years of experience providing front-line technical support. Experienced in resolving service desk tickets, deploying and maintaining desktops and laptops, supporting Microsoft Office applications, troubleshooting TCP/IP, DNS, DHCP, wireless and printing issues, and managing hardware and software assets throughout their lifecycle. I've developed a strong understanding of endpoint security, data privacy, malware protection, user access, and secure equipment decommissioning. Well known for clear communication with non-technical users, thorough documentation, and responsive customer service.

Experience

TECHNICAL SUPPORT SPECIALIST | VARSITY TUTORS | US, REMOTE | SEP 2025 – PRESENT

- Troubleshoot TCP/IP, DNS, DHCP, wireless connectivity, and basic network configuration issues to restore employee access to organizational resources.
- Communicate technical issues and solutions clearly to employees and department leadership, adapting explanations to users with varying levels of technical knowledge.
- Created troubleshooting notes and internal knowledge base documentation to improve consistency and reduce repeat incidents.
- Follow established cybersecurity, data privacy, access control, and acceptable-use policies when working with organizational systems and sensitive information.

IT SUPPORT SPECIALIST | PROTECH | MENA | JAN 2023 – AUG 2025

- Provided front-line technical support to 200+ employees across administrative, finance, sales, and other organizational departments.
- Monitored, created, prioritized, documented, and resolved service desk tickets involving hardware, software, user access, printing, connectivity, and Windows workstation issues.
- Supported Microsoft Office and Microsoft 365 applications, including Outlook, Word, Excel, PowerPoint, Teams, OneDrive, and common productivity tools.
- Established cybersecurity, data privacy, access control, and acceptable-use policies when working with organizational systems and sensitive information.
- Participated in scheduled after-hours and weekend maintenance activities and provide emergency technical support when required.

Education

BACHELOR OF SCIENCE IN TELECOM ENGINEERING | JUNE 2022 | BAU, JORDAN | US CREDENTIALS (ECE VERIFIED)

Skills & Abilities

- | | | |
|-------------------------|-----------------------|---------------------------|
| • Incident Resolution | • Documentation | • Security Policies |
| • User Training | • Mobile Support | • Service Desk |
| • Windows Configuration | • Access Control | • Network Troubleshooting |
| • Asset Management | • Endpoint Protection | • Microsoft 365 Suite |

CERTIFICATIONS

Cisco Certified Support Technician

CCNA

AWS Cloud practitioner

Azure Fundamentals