# Shehab Al-Deen Abedrabuh

Portfolio: www.shehab.bio
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15 December 2000 | linkedin.com/in/shehababedrabuh | github.com/shehab-abedrabuh

## WORK EXPERIENCE

### Technical Support Specialist | Customer Service

Jawwal / Paltel | 11/2023 - 11/2025 | Nablus, West Bank (Hybrid)

- Resolved internet issues for XDSL (copper), fiber-optic, and FWA (Fixed Wireless Access) connections.
- Diagnosed and resolved slow speeds, disconnections, and service instability.
- Configured routers, access points, Wi-Fi extenders, and customer network devices to improve wireless coverage.
- Advised customers on Wi-Fi optimization, router placement, and home network performance.
- Troubleshot IPTV-related issues and supported service restoration.
- Identified and reported network outages, technical faults, and recurring service problems.
- Carried out additional tasks to support team operations and enhance service delivery.

### Internship - Networks Department

Al-Quds Open University - ICTC | 05/2023 - 08/2023 | Ramallah, Palestine (On-site)

- Performed web and network vulnerability scanning.
- Generated and deployed SSL certificates.
- Worked with VMware vSphere and VMware vCenter environments.
- Practiced network fundamentals, cabling, and network switches.
- Supported Active Directory Domain Services tasks.

## EDUCATION

### B.Sc. in Computer Information Systems (CIS) | Minor in Information Security

Al-Quds Open University | 09/2018 - 09/2022 | GPA: 80.24% - Very Good

## SKILLS

- Windows, Windows Server & Linux Installation, Configuration & Troubleshooting
- Hardware & Software Troubleshooting, PC/Laptop Maintenance & Upgrades
- Remote IT Support, Ticketing Systems, System Updates & Technical Documentation
- Incident Management & Ticket Escalation
- PowerShell & CMD
- TCP/IP, DHCP, DNS & Network Troubleshooting
- Domain & DNS Management
- HTTPS, SSL Certificates, Cloudflare
- cPanel
- VMware vSphere (ESXi, vCenter) & VirtualBox
- Docker
- Git & GitHub
- Bash Scripting, Basic Python
- SSH
- AWS Fundamentals (EC2), Basic VPS Administration
- APIs
- Java
- MySQL
- HTML, CSS, JavaScript
- n8n Automation
- AI & Development Tools: Cursor AI, Trae AI, Codex, Claude AI
- Microsoft Office

## SOFT SKILLS

Fast Learning | Troubleshooting | Problem Solving | Teamwork | Documentation

## CERTIFICATIONS

- **CCNA Training**
  The Hope International | Jan 2023

- **Google IT Support Professional Certificate**
  Google | Aug 2026

## PROJECTS

- **EmuPath – Tools & Digital Resources Platform**
  I developed EmuPath, an all-in-one platform that allows users to download multiple software applications at once, discover AI tools with clear explanations of their features, access a wide variety of useful online tools and utilities across different categories, and explore learning resources for programming, IT, and other technical fields.
  **Website:** https://emupath.com

- **Nova1st – Interactive Gaming & Entertainment Platform**
  I developed Nova1st, an entertainment platform offering multiplayer games, guessing challenges, and interactive activities. It helps streamers on Twitch and Kick connect with their viewers through real-time games and audience participation, making live streams more fun and engaging.
  **Website:** https://nova1st.com

  **Development Approach:** AI-Assisted Development & Prompt Engineering.

## LANGUAGES

Arabic: Native | English: Intermediate proficiency

## ADDITIONAL INFORMATION

**Driving License:** Valid Commercial Driving License (up to 15 tons)