

Mohammad Zaiter

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SUMMARY

Computer Science graduate with experience in IT support, system troubleshooting, and penetration testing. Skilled in identifying and analyzing security vulnerabilities, performing vulnerability assessments, and resolving hardware and software issues across multiple platforms. Strong problem-solving abilities with a focus on delivering secure and efficient technical solutions.

EXPERIENCE

IT Support Specialist

Aug 2017 – Present

Freelance

Beirut, Lebanon

- Diagnosed and resolved a wide range of hardware and software issues for desktops and laptops
- Installed, configured, and maintained operating systems while ensuring proper driver functionality and system performance
- Troubleshoot software conflicts and implemented effective technical solutions to restore system functionality
- Performed hardware diagnostics and repairs for various computer systems and peripheral devices
- Provided high-quality technical support and reliable repair services in both onsite and hybrid environments
- Collaborated with clients to identify technical requirements and deliver efficient support solutions

Technical Support and Phone Repair Specialist

Sep. 2019 – Nov 2021

Connect for Phones

Beirut, Lebanon

- Provided technical support and customer service for smartphones, tablets, and mobile devices
- Diagnosed and repaired hardware and software issues efficiently to restore device functionality
- Certified in mobile repair and technical support, performing screen and battery replacements, software troubleshooting, and device maintenance
- Communicated effectively with customers in-person and via phone to provide personalized technical solutions and support
- Maintained up-to-date knowledge of mobile device hardware, software, and repair techniques to ensure high-quality service delivery
- Resolved complex technical problems promptly while ensuring customer satisfaction and fostering positive client relationships

Freelance Penetration Tester (Ethical)

Sep 2023 – May 2025

PortSwigger Web Security Academy / Bugcrowd

Lebanon

- Conducted 50+ vulnerability assessments for web applications, identifying and helping remediate over 200 critical security vulnerabilities
- Performed network reconnaissance and vulnerability scanning using Nmap and other security assessment tools, contributing to the detection and resolution of 30+ potential threats
- Executed ethical hacking and penetration testing engagements that improved the overall security posture of large-scale infrastructures by 25%
- Automated penetration testing and security assessment processes for networks, systems, and applications, improving discovery efficiency by 20%
- Successfully identified and reported 30+ security bugs across more than 25 domains and sub-domains within 10+ websites
- Prepared vulnerability reports and remediation recommendations to improve system security

Senior Year Project: CedarLeb – Humanitarian Data Management Platform

Jan. 2025

LIU

Rayak, Lebanon

- Developed a web-based humanitarian data management platform to improve crisis response and resource coordination during periods of war and displacement in Lebanon

- Designed and implemented responsive user interfaces using HTML, CSS, JavaScript, and Bootstrap for efficient data entry and retrieval
- Built backend functionalities using PHP and MySQL to collect, manage, and analyze real-time data related to displaced individuals and available humanitarian resources
- Created online survey systems to track living conditions, shelter availability, food distribution, and medical aid requirements
- Enabled data-driven decision-making for humanitarian organizations and government entities through structured reporting and resource management features
- Demonstrated the use of digital technologies in addressing complex humanitarian and crisis-management challenges
- Technologies used: HTML, CSS, JavaScript, PHP, Bootstrap, MySQL

Mathematics Tutor

Dec 2022 – Aug 2025

Freelance

Lebanon

- Taught mathematics to children, focusing on algebra, geometry, and problem-solving skills
- Provided personalized support to improve students’ understanding, confidence, and academic performance

LANGUAGES

Arabic | *Native*
English | *Fluent*
Russian | *Intermediate*

TECHNICAL SKILLS

Languages: Java, Python, C/C++, MYSQL, JavaScript, HTML/CSS, Flutter, Dart
Frameworks: Bootstrap, PHP, React
Developer Tools: Git, XAMPP, NetBeans, VS Code, Visual Studio, PyCharm, Eclipse
Libraries: pandas, NumPy, Matplotlib
OS and Network Administration: Linux, Windows Server, Mac OS, VPN technologies
Penetration Testing Tools: Nmap, Burp Suite, SQLmap

EDUCATION

Lebanese International University

Rayak, Lebanon

Bachelor of Arts in Computer Science, Distinguished High Honors

Oct 2022 – Jan 2025

American Institute

Lebanon

Web Penetration Tester (Certified)

Sep 2023 – May 2024