

# MAHMOUD AJAM

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Highly analytical Computer Science Professional with three years of experience in IT maintenance and technical support. Certified in CCNA (ENSA and SRWE), possessing a strong foundation in network engineering, security, and automation. Proven track record in developing scalable RESTful APIs and modern web applications using Java, Node.js, and NestJS.

## PROFESSIONAL EXPERIENCE

### IT Support & Maintenance Technician- Freelance

Jan 2021 – Present

Tripoli, Lebanon

- Managed and maintained computer systems and network infrastructure for three years, ensuring high uptime and reliable hardware performance.
- Diagnosed and resolved complex technical issues, utilizing a hands-on approach to hardware and software troubleshooting.
- Optimized local network configurations and security protocols to enhance data integrity and performance.

## KEY PROJECTS

### RESTful API for Library Management- Freelance

- Architected a scalable backend using **Node.js, NestJS, and TypeScript** with a full suite of CRUD endpoints.
- Implemented secure authentication and authorization layers using **JWT and Role-Based Access Control (RBAC)**.
- Engineered automated email notifications and API pagination, ensuring reliability through rigorous unit testing.

### Full Stack Web Development- Freelance

- Designed and developed responsive websites, translating client requirements into interactive digital experiences.
- Programmed dynamic search and content systems by building and integrating backend APIs.
- Performed comprehensive debugging and performance optimization across the full stack.

### Software Development Simulator (Java) - Freelance

- Engineered a prototype application to simulate software development costs, timelines, and staffing using OOP principles.

## TECHNICAL SKILLS

**Programming:** Java, JavaScript (ES6+), TypeScript, C, PHP, SQL

**Backend & APIs:** Node.js, NestJS, Express.js, RESTful APIs, CRUD, JWT, RBAC, Unit Testing

**Networking & Tools:** CCNA (ENSA/SRWE), OSPF, VPNs, QoS, Ansible, Puppet, Linux, Git, Docker (Familiar)

## LANGUAGES

**Arabic:** Native, **English:** Professional Proficiency.

## EDUCATION & CERTIFICATIONS

- B.S. in Computer Science**, Cnam (Conservatoire National des Arts et Métiers)
- Cisco Certified Network Associate (CCNA)**: Specialized in ENSA (VPNs, QoS, Automation) and SRWE (Routing, Switching).