

MUSTAFA ALQUDAH

IT Support Specialist | Help Desk | Technical Support

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SUMMARY

IT support specialist in Toronto. I'm the only tech person at a coding school, so every account, device and connection problem comes to me. I also build and run two live web products, CodeIt and LYNQ, which means I understand systems from both sides: the user calling with a problem and the server behind it. Advanced Diploma in Software Development and Network Engineering from Sheridan College.

SKILLS

Support: Troubleshooting, account setup and removal, remote support, escalation, documenting fixes

Systems: Windows, macOS, Linux, Microsoft Office, user and device setup

Networking: TCP/IP, DNS, DHCP, VPN, firewalls, routers and access points, Cisco fundamentals

Cloud: Azure (App Service, Azure SQL, VMs), AWS, Vercel, Supabase

Scripting: Python, JavaScript, SQL, Git

EXPERIENCE

IT Support Specialist, Kids Coding School Oct 2024 to Present

- Only tech person at the school. Set up and remove accounts, and fix device, software and connectivity problems for staff, students and parents.
- Escalation point for anything technical, and the person who writes down how each fix was done.
- Maintain the school website, including the registration flow, third party integrations and SEO.
- Teach Python to kids and design hands on lessons.

Founder and Lead Developer, CodeIt codeitlearn.com Jan 2025 to Present

- Built and run a live coding platform for kids with paid family plans. Handle its hosting, database, logins, billing and user problems.
- React, Node.js and PostgreSQL on Vercel and Supabase, with the Claude API powering the AI builder.
- Started as my Sheridan capstone: Top 5 of 49 projects at the 2025 Public Capstone Showcase.

Founder and Software Engineer, LYNQ lynq.build Apr 2025 to Present

- Websites, CRM workflows and automation for 5+ small businesses in the GTA, including support after launch.
- Moved a manufacturing client off spreadsheets onto an internal system on Microsoft Azure, and migrated their Excel records into Azure SQL.

IT Support Technician, Dynamic Structure Real Estate Oct 2023 to May 2024

- First and second line support for hardware, software, operating system and network issues.
- Wrote automation scripts that cut recurring downtime by about 30%.
- Configured routers, firewalls and access points, and kept a written list of common fixes so issues got solved faster.

iOS Developer Intern, Romman Apps, Amman May 2023 to Sep 2023

- Built and debugged iOS app features in an Agile team, using Jira for sprints and issue tracking.

EDUCATION

Advanced Diploma, Software Development and Network Engineering, Sheridan College 2022 to 2025

Certifications: Cisco Networking Fundamentals (Cisco), Introduction to Artificial Intelligence (IBM)

Work status: Canadian work permit valid to 2029, no sponsorship needed. **Languages:** English, Arabic.