

Ahmad Dalao

Saudi Arabia

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 [LinkedIn](#)

EDUCATION

Arab Open University, Saudi Arabia— BSc Information Technology and Computing

Graduated in July 2019

EXPERIENCE

VR City, Madinah — IT Assistant

Dec 2021 - Present

- Maintained the company's PCs.
- Building VR games for the company.
- Building a custom website and dashboard for the company.
- Performed formatting and hardware maintenance.
- I installed and configured the games for the customers in the PC department.
- Assisting the IT manager directly.
- Provided the necessary support when called for by game operators.
- troubleshooting the VR Games and ensuring the game is working correctly to serve customers.

VR City, Madinah —Game operator

April 2021 - Feb 2022

- Assist in-game operation.
- Provide high-quality customer service to enhance the entertainment and game day experience while ensuring safety at all times.
- Make sure the game area is always clean and clutter-free.
- Handle vouchers/tickets, ushering players.
- Monitor games and provide assistance as necessary.
- Elevate customer experience to generate loyal clientele and earned a reputation for great customer service.
- Explain the rules of the game and how to play to new and returning customers.

SKILLS

- JavaScript
- React.js
- C#
- HTML5, CSS3
- Bootstrap
- PHP
- MySQL
- jQuery
- JSON and API
- GIT and GitHub
- Experienced in building responsive design.

LANGUAGES

English - Arabic

Arab Open University, Madinah — IT support trainee

Nov 2019 - Jan 2020

- Maintained the PCs at the university and dealt with any arising problems.
- Performed formatting and hardware maintenance.
- I installed and configured the university's applications.
- Setting up the placement test exam for the students.
- Provided the necessary support when called for.

Arab Open University, Madinah —receptionist (volunteer)

Nov 2019 - Jan 2020

- Provided information about the university for the new coming students.
- Assisted the student affairs and students during the registration period.
- Set up the virtual classes for students and tutors to log in and start learning
- Provided Information about the university's systems SIS, LMS, and student email and how to activate and use it.
- Helped students make a study plan based on their department.

PROJECTS

Ecommerce — ongoing full-stack project

It is a responsive website to sell products, the website contains a dashboard and landing page with several other pages to display the products technologies used. HTML CSS JS BOOTSTRAP PHP MYSQL.

Portfolio website— personal website

It is a responsive website to host and showcase every project I worked on. The website is built using HTML CSS JavaScript Bootstrap jQuery and React.

Link to project: [Live demo](#)

View source code: [Source code](#)

EqraTeam— landing page

I designed and built a responsive website for EqraTeam and it is built using pure HTML CSS JavaScript and Bootstrap.

Link to project: [Live demo](#)