

# AHMED FAISAL OSMAN

Software Engineer | Web Developer | Solutions | IT Support Specialist

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## EXPERIENCE

### Odoo Consultant / Developer

#### Freelance

2025 Dubai, United Arab Emirates

- Implemented and customized **Odoo Community** for a beauty salon, integrating **Sales, Purchases, Accounting**, and **Point of Sale (POS)** modules to streamline daily operations.
- Provided training and ongoing technical support to salon staff for efficient system usage and reporting.
- Built and launched a professional **college website** using **Odoo Enterprise**, integrating modules like Website, Admission, Student Management, and Backend Dashboards.
- Customized Odoo views, reports, and workflows to match organizational needs using XML, Python.
- Ensured system performance, security, and regular backups using Odoo best practices.

### Web Developer

#### Tanweer Managment

10/2024 Dubai, UAE

- Developed a web-based ERP application covering HR, Accounting, Customers, Vendors, and Banking modules using C# and ASP.NET.
- Designed and implemented responsive web interfaces with HTML, CSS, JavaScript, and Angular for an improved user experience.
- Built and integrated RESTful APIs for seamless data exchange between frontend and backend services.
- Developed and optimized dynamic web dashboards for real-time financial and business reporting.
- Ensured secure authentication and data protection using OAuth, JWT, and encryption techniques.
- Enhanced system performance, improved load times, and implemented web security best practices.
- Provided IT support and troubleshooting for system users, ensuring smooth operations.
- Collaborated with end-users and cross-functional teams to gather feedback, ensuring continuous improvement and user satisfaction.

### Application & Software Engineer (IPCC, VAS, AAA Solutions)

#### Huawei Technologies

01/2023 - 01/2024 Khartoum, Sudan

- Delivered and configured IVR, CTI, ACD, SLB, and other IPCC (Call Center) modules.
- Provided L2 technical support, ensuring system stability, call routing optimization, and seamless operations.
- Maintained and integrated AAA solutions for secure authentication and user management.
- Deployed and managed applications on Linux SUSE, ensuring performance, security, and reliability.
- Developed and supported RESTful APIs for backend and call center service integration.
- Networking & VoIP Protocols: SIP, UDP, TCP/IP, RTP
- Collaborated with teams to deliver high-quality software solutions
- Worked closely with both technical teams and end-user departments to resolve issues, communicate system updates, and maintain operational efficiency.

## SUMMARY

Experienced **Software Engineer** with **5+ years** in **web development, API design, and ICT solutions**. Former **L2 Support Engineer at Huawei**, specializing in **IPCC (Call Center), VAS, and AAA** solutions. Proficient in **full-stack development (Angular, React, Node.js, Express.js)**, building **secure and scalable APIs**, and cloud integration. Skilled in **software design, system optimization, and technical support**. Strong background in **telecom solutions, backend development, and DevOps**. Passionate about delivering **high-quality applications** and enhancing **user experiences** in dynamic tech environments.

## KEY ACHIEVEMENTS



### Web Application Development

Enhanced IPCC (Call Center) performance, reducing call drop rates by 30% through optimized system configurations and SIP-based call handling.



### Telephony & IVR Integration

Developed and deployed custom web-based dashboards for real-time call monitoring and reporting, improving operational visibility by 40%.



### Web Application Efficiency

Led team to deliver a web application reducing admin workload by 40%.



### Technical Support & Automation

Implemented automated troubleshooting scripts and API integrations for call center systems, reducing manual IT support efforts by 50%.

## CERTIFICATION

CCNA

MCSE

HCIA

## TRAINING / COURSES

CCNA

Network Plus Training Center

## EXPERIENCE

### Web Application Developer

#### Acmst

01/2020 - 12/2022    Khartoum, Sudan

- Led the development of a College Administrative Web Application using Angular and Lumen, improving operational efficiency.
- Designed and implemented scalable front-end interfaces, ensuring a seamless user experience.
- Developed and optimized back-end database management, enhancing data integrity and performance.
- Integrated user authentication, role-based access control (RBAC), and custom components for enhanced security.
- Documented technical specifications and conducted end-user training, streamlining adoption and usability.
- Engaged with users during and after deployment phases to ensure understanding and smooth onboarding.

### Front-End Developer

#### Amaros tech

01/2020 - 01/2021    Khartoum, Sudan

- Developed a company-wide web system using AngularJS and MySQL, optimizing business operations.
- Built a .NET Web API and a Windows Forms Application to streamline payment processing workflows.
- Designed a C# desktop application to enhance task automation and improve overall system performance.
- Developed a secure user authentication system, ensuring safe registration and access management.

### Technical Support

#### Ahfad University

01/2020 - 01/2021    Omdurman, Sudan

- Provided IT technical support for faculty, staff, and students
- Managed and maintained hardware, software, and network systems
- Conducted system backups and implemented data security measures
- Delivered technical training to enhance technology proficiency
- Assisted faculty and staff in daily technical queries, offering clear guidance and training where needed.

## EDUCATION

### Bachelor of Information Technology

#### University of Science & Technology

01/2015 - 01/2019    Sudan

## TRAINING / COURSES

### MCSE Windows Server 2016

Network Plus Training Center

## LANGUAGES

### Arabic

Advanced



### English

Proficient



## SKILLS

ASP.NET

C#

CCNA

CSS

ERP

HTML

Huawei

JavaScript

JSON

JWT

Linux

Lumen

MCSE

Microsoft Office

Next.js

PHP

Postman

React

REST

SQL

TypeScript

Windows Server

RESTful API

Node.js

Windows Server 2016

NET

Gmail

Angular