Ameera Ali
Software engineer

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SUMMARY

An enthusiastic software engineer aspiring to turn the ordinary to extraordinary through the power of tech and user experience. Flexible and willing to be hands-on with any language or platform - when there's a "code", there's a way.

SKILLS

Technical skills
- **Front-end technologies:** HTML/CSS (Bootstrap), JavaScript (react, jQuery)
- **Back-end technologies:** PHP(Laravel), Express (node js), Java, Python
- **Database:** MySQL/postgres
- experience with CMS and CRM software

Soft skills
- Teamwork, communication, problem solving, adaptability

Languages
- Arabic (native), English (fluent), French (intermediate)

RELEVANT EXPERIENCE

Software Engineering Immersive   **Sept 2022 – Present**

General Assembly, Bahrain

- Full-time 12-weeks immersive bootcamp teaching some of today's cutting-edge technologies through an award-winning curriculum and project-based structure.

Software Engineer (Intern)   **Mar 2021 – May 2021**

Almoyyaed Computer middle east, Bahrain

- Assisted in developing a web portal project using Laravel. Laravel was self-taught as a project requirement
- Prepared reports and other documents to facilitate development
- Worked closely with senior engineers and clients to communicate project updates and proposals.

EXPERIENCE

Support Engineer   **July 2021 – July 2022**

Ericsson AB, Bahrain

- Responsible for opening trouble tickets, initiation of functional escalation of incidents and receiving orders requests from the customer, in various types of applications; processes and contracted Service Level Agreement
  - Team's KPI was increased to 98% from 95% through attentiveness and swift response to tickets
- Prepared the monthly KPI reports
- Pushed updates of company's app and website using CMS
- Organized and optimized web and app testing

EDUCATION & CERTIFICATES

B.Sc. Information Technology   **Sept 2016 – May 2021**

Ahlia University, Bahrain

- Graduated with first class honors
- Achieved product of the year in Injaz 2018. I participated as a web designer within my university's team.