

## **Hiba Abbas Al-Shammary**

**West Chester, PA 19380**

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No work visa required

**My Website Resume: <https://hiba1983.github.io/MyPortfolio/>**

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### **PROFESSIONAL SUMMARY:**

- Talented IT support engineer offering Ten years of experience in Windows environment.
- Passionate front-end web developer with 2 years of experience using JavaScript, HTML5, and CSS to build all aspects of the user experience and user interface for client-facing landing pages.
- Solidly credentialed — M.Sc. Computer Science in Web Technology WCU 2022

### **KEY SKILLS:**

- Client/Server Models
- Preventive Maintenance
- User Training/Support
- Eye for Details
- Problem-Solving Skills
- Self-Oriented
- Technical Troubleshooting
- Hardware/Software Configurations
- In person and Remote Support

### **EDUCATION:**

**M.Sc. Computer Science in Web Technology**, West Chester University of Pennsylvania

**Bachelor's Degree in Computer Science**, University of Baghdad –Iraq

**PMP® 6th Edition** - REP Approved 20 Contact Hours certification

**Full-Stack Web Developer CERTIF**, Udemy Web Development Courses

### **Technology & Programming language Summary:**

- SQL database, Java, python, C ++, C, Haskell, R, HTML, CSS, and JavaScript, and C#.
- AWS, MS Visual Studio, Visual Basic, Atom, Git, GitHub, Wireshark, Studio 3T, Notepad++, Bootstrap, MongoDB Compass, Oracle VM Box, Hyper-Modern UI frameworks such as Angular.JS and React.
- **Operating System:** Windows 7/8/10
- **Software:** MS Office (Word, Excel, Outlook, PowerPoint, Access); Active Directory, Group Policy, VMware Applications, OneDrive, Virtual Machines, Hyper-V.
- **Hardware:** PCs, Laptops, Telephony Systems, Printers, Routers, Modems (Cisco Router, Meraki MS, Mini switch).

## **PROFESSIONAL EXPERIENCES:**

### **❖ Network Operations Specialist II**

**NEI Benefits Plan, Newtown square, PA**

**May 2021 – Present**

- Create/ Update Company Website by build a Business Catalog Website with location map using HTML, CSS, JavaScript, PHP.  
Link: [https://hiba1983.github.io/NEI\\_website/](https://hiba1983.github.io/NEI_website/).
- Manage, Build, Maintain and Organized the Data and daily Mails.
- Documentation, and Record keeping, Attention to detail in problem solving.
- Implementation, integration, troubleshooting of complex system architectures.
- Monitoring systems hardware and recommending necessary upgrades.
- Accomplish daily assignments in support of team initiatives.
- Electronic workflow management system to resolve customer incidents.

### **❖ Freelance Web Developer**

**2018 – Present**

- Build a Business Catalog Website with location map.  
Using HTML, CSS, JavaScript & PHP.  
Link: [https://hiba1983.github.io/NEI\\_website/](https://hiba1983.github.io/NEI_website/).
- Build a Social Network Website and a Business Catalog Website.  
Link: <https://hiba1983.github.io/MyFirstProject/>.  
Link: <https://hiba1983.github.io/FirstWebSiteUsingBootstrap/>.
- Create Play with Drum Webpage using JAVASCRIPT.  
Link: <https://hiba1983.github.io/PlayingWithDrum/>.
- Create Play with Dice Game; design this website using (HTML, CSS, and JAVASCRIPT).  
Link: <https://hiba1983.github.io/Dice/>.

### **❖ Teacher Assistant**

**Chester Country Intermediate Unit, West Chester, PA**

**Aug 2018 – May 2021**

- Help teacher, recordkeeping, prepared power point presentations.
- Write letter and send them to appropriate bodies, send and receive incoming mails.
- Manage technology class like Videos for Mini-lessons and Live Videos.

### **❖ Volunteer, CCIU & ESS, PA**

**Aug 2014 – Aug 2018**

- Providing instruction and managing classroom environments in absence of the regular teacher.
- Prepared power point presentations for the teacher.
- Manage the technology in classes.

### **❖ Manger Assistant and Support System Engineer**

**Force10UAE, Abu Dhabi, United Arab Emirates**

**Apr 2008 - Aug 2012**

- Support Manager by provided a clerical support to company employees, copying, faxing, and filing document and Process management.
- Response to the mails, such as providing information to users.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Manages Help Desk Team to ensure all work orders are being processed/prioritized based on the needs.
- Managing User and Group Administration.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.

## ❖ **Support Technician**

**Ministry of Electricity, Baghdad, Iraq**

**Aug 2006 – Aug 2008**

- Installing and configuring new a hardware.
- Diagnose and treat desktop problems
- Enter tickets and time appropriately and on time
- Provide Support for more junior Desktop Support Technicians
- Be available at quick notice for client facing needs.

## ❖ **Data Entry**

**Al-Warka Bank, Baghdad, Iraq**

**Sep 2005 – Aug 2006**

- Enter, maintain, and organized the daily data, Documentation, and Record keeping.
- Managed agendas and calendars, boosting productivity and improving organizational initiative.
- Verifying accuracy and sorting information to prepare source data for computer.
- Reviewing data, correcting any incompatibilities, and checking output.