**Hiba Abbas Al-Shammary**

**West Chester, PA 19380**

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**PROFESSIONAL SUMMARY:**

Passion for Technology, IT support, Creation, development, and design with a M.Sc. in computer science - web technologies from West Chester University. Good experience in web content management systems using SQL Server, C#, Web API, HTML, CSS, JavaScript, AJAX, Java, C++, PHP, Node, React, MongoDB, and Web3 to build all aspects of the user experience and user interface for web applications, currently working on OnBase software, SQL and Basis Database.

**KEY SKILLS:**

* Software development frameworks.
* Data structure and algorithms.
* Programming languages.
* Solid understanding of object-oriented programming.
* Solid understanding of relational databases.
* Testing code and procedure.
* Windows operation system.
* User training.
* Problem-solving skills
* Technical troubleshooting.
* Hardware/software configurations.
* In-person and remote support.

**EDUCATION:**

**M.Sc. Computer Science in Web Technologies**, 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 Certificate,** Udemy Web Development Courses.

**OnBase Certificate,** Hyland Software Developer.

**Technology & Programming Language Summary:**

* OnBase software, Basis database, SQL, C#, .Net, Web API, HTML, CSS, JavaScript, AJAX, Java, C++, PHP, Node, React, MongoDB and Web3
* 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, Node, React, and .Net.
* 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:**

##  IT Processor Developer I, NEI Benefits Plan, Newtown Square, PA May 2022 – Present

* Analyzes, designs, and configures document structures, classification schemes, indexing, taxonomy, and attributes for use in storing and managing electronic documents in OnBase.
* Understanding of OnBase Unity, Thick, and Web client architecture, design, and maintenance in between OnBase Software and Basys Database.
* Design and maintain OnBase Workflow solutions, HTML E-Forms, Application Enabler, PDF Input Filter, and Workflow and workflow web service calls.
* Install, consolidate, and support existing OnBase solutions including DIP, COLD, Application Enabler, and Workflow.
* Coordinate and assist in upgrades, and all the testing required for it.
* Resolves technical issues through debugging, research, and investigation.
* Maintain the completeness, timeliness, and accuracy of all deliverables.
* Experience developing technical documentation and testing.
* Code/modify SQL scripts to query the OnBase database.
* Experience Microsoft Services, like Excel Data and POWER Query, Word Mailing merge.
* Create automatic Mail merge by connection between OnBase and SQL views.
* Experience with RDBMS (Relational Database) such as MS-SQL Server.
* Experience in design, development, and/or support of SQL database schemas and scripts, including views, triggers, and stored procedures.
* OnBase Hyland Software certification.
* Free time: Create and maintain a company website by building a business catalog using HTML, CSS, JavaScript, and PHP. Sample link: [https://hiba1983.github.io/NEI\_website/.](https://hiba1983.github.io/NEI_website/)

## Network Operations Specialist II, NEI Benefits Plan, Newtown Square, PA May 2021 – May 2022

* Support and maintain office network and database.
* Monitoring hardware systems and implementing necessary upgrades.
* Accomplish daily assignments in support of team initiatives.
* Manage document scanning system.
* Documentation and record keeping.

##  Teacher Assistant Chester Country Intermediate Unit Aug 2018 – May 2021

* Help teachers, record keeping, and prepare PowerPoint presentations.
* Manage teacher correspondence.
* Manage technology classes like videos for mini-lessons and live videos.

##  Volunteer, CCIU & ESS, PA Aug 2014 – Aug 2018

* Providing instruction and managing classroom environments in the absence of the regular teacher.
* Prepare PowerPoint presentations for teachers.
* Manage the technology in classes.

##  Manager Assistant and Support System Engineer Force10UAE, Abu Dhabi, United Arab Emirates Apr 2008 - Aug 2012

* Support management by providing clerical support to company employees, copying, faxing, and filing documents and process management.
* Interact with customers to provide marketing materials and respond to inquiries.
* Manages help desk team to ensure all work orders are being processed/prioritized based on business needs.
* Managing user and group administration.
* Respond to emails and other correspondence to facilitate communication and enhance business processes.

##  Support Technician Ministry of Electricity, Baghdad, Iraq Aug 2006 – Aug 2008

* Install and configure new hardware.
* Diagnose and solve desktop problems.
* Create/manage technical support tickets.
* Provide support to junior desktop support technicians.
* Tier II IT customer support.

##  Data Entry Al - Warka Bank, Baghdad, Iraq Sep 2005 – Aug 2006

* Enter, maintain, and organize bank documentation.
* Maintain agenda and calendar for the management team.
* Verifying data accuracy and sorting information for data porting.

**Samples of my work:**

* My Portfolio( website Resume) Link:

[🌹 Hiba PORTFOLIO (hiba1983.github.io)](https://hiba1983.github.io/MyPortfolio/)

* Build a business catalog website with a location map. Using HTML, CSS, JavaScript & PHP.

Link: [https://hiba1983.github.io/NEI\_website/.](https://hiba1983.github.io/NEI_website/)

* Build a social networking website and a business catalog website.
* Link: [https://hiba1983.github.io/MyFirstProject/.](https://hiba1983.github.io/MyFirstProject/)

Link: [https://hiba1983.github.io/FirstWebSiteUsingBootstrap/.](https://hiba1983.github.io/FirstWebSiteUsingBootstrap/)

* Create a play with drum webpage using JAVASCRIPT.

Link: [https://hiba1983.github.io/PlayingWithDrum/.](https://hiba1983.github.io/PlayingWithDrum/)

* Create a play with dice game; design this website using (HTML, CSS, and JAVASCRIPT). Link: [https://hiba1983.github.io/Dice/.](https://hiba1983.github.io/Dice/)