

/ EDUCATION

Master of Professional
Studies, Technology
Management
Georgetown University
2013 – 2015

Bachelor Of Science,
Management
Information Systems
*Prince Mohammad Bin
Fahd University* 2008 –
2012

/ SKILLS

Angular
JavaScript
jQuery
HTML
CSS
Photoshop
Illustrator
Git
Bilingual

Senior Support Engineer

Acquia | Portland, OR | Oct 2018 – Present

- Operate within the capacity of technical lead on customers critical, and business impacting issues; effectively organize remediation efforts, and convey intricate technical concepts to individuals with varying technical backgrounds.
- Provide training and guidance to team members on job functions, as well as complex matters.
- *Additional responsibilities include those listed under Support Engineer*

Support Engineer

Acquia | Portland, OR | Oct 2016 – Oct 2018

- Utilize command line on a daily basis to access and analyze logs and configuration files; identify and resolve application and infrastructure-level issues.
- Interpret metrics retrieved from various technologies – New Relic, SignalFx, and Sumo Logic – to evaluate and diagnose application health for thousands of clients.
- Guide the design process for internal tools; leverage skills in HTML, CSS, JavaScript, and APIs to develop internal applications, as well as extend existing tool features.
- Serve as subject-matter expert during client advisory calls on development best practices, performance tuning, and infrastructure architecture.
- Produce internal and external-facing documentation on the following topics: Acquia products and services, issue resolution, and guided installation and configuration.

Web Developer

Georgetown University | Washington, DC | May 2014 – Dec 2014

- Established web application requirements through client discussions.
- Created wireframes, storyboards, and user flows in order to effectively communicate interaction and design ideas.
- Utilized HTML5, CSS, JavaScript, and jQuery to develop and maintain intuitive web applications; expanded classroom educational technology services [CETS] scheduling web application functionalities.

Applications Support Analyst

Georgetown University | Washington, DC | Sept 2013 – May 2014

- Enhanced McDonough School of Business [MSB] Technology Center official site through the use of HTML and CSS.
- Employed Google Sites and necessary API's to create and support MSB project tracking workspace.
- Developed and maintained Salesforce Soapbox Mailer campaign templates.
- Produced technical training material and documentation of business processes.
- Provided Salesforce core functions training to MSB employees.