

# MIA ALSAIF

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## / EXPERIENCE

### Senior Support Engineer

*Acquia | Portland, OR | Oct 2018 – Present*

### Customer Support Engineer

*Acquia | Portland, OR | Oct 2016 – Oct 2018*

- Investigate and troubleshoot customer infrastructure issues.
- Provide application support for technical dilemmas that arise from Drupal modules, PHP, caching, MySQL, custom code, and SSL.
- Develop internal tools, as well as new features for existing tools, through the use of HTML, CSS, JavaScript, and APIs.
- Produce technical internal and external-facing documentation.

### 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; as well as expanding classroom educational technology services scheduling web application functionalities.
- Created and maintained the content and dynamic display for CETS official page.

### Applications Support Analyst

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

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

## / 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

JavaScript  
Angular  
jQuery

HTML  
CSS  
Git

Photoshop  
Illustrator  
Bilingual