Muhanad Taha

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WORK EXPERIENCE

BI & Performance Engineer
Ooredoo Company

09, 2023 to Right now

- Designed and implemented data models, dashboards, and reports to provide actionable insights to stakeholders.
- Collaborated with cross-functional teams to define KPIs and business metrics, ensuring alignment with organizational goals.
- Conducted data analysis and created ad-hoc reports to support data-driven decision-making.
- Evaluated and monitored the performance of Ooredoo's network infrastructure and systems.
- Collaborated with network engineering teams to optimize network resources and ensure optimal performance for customers.
- Developed and maintained performance testing scripts and automation tools.

ASP.NET Software Developer & DB Employee
Safa Bank

09, 2022 to 09,2023

- Developed an advanced ticket system for Safa Bank's call center employees, resulting in a 30% reduction in calls and messages.
- Created a vault system for Safa Bank's financial transactions, enabling quick and simple access to data and reducing data retrieval time by 40%.
- Implemented meticulously designed rules to ensure excellent performance and prompt response to daily inquiries and transactions.
- Achieved streamlined operations and enhanced data management for the bank through the implementation of efficient database solutions.

ASP.NET Software Developer
Trust Company

04, 2021 – 09, 2022

- Successfully launched a news and announcement publication platform for PR and HR, resulting in an impressive 70% open rate and a notable 25% increase in employee engagement.
- Developed an internal chat platform for Trust Co. employees, leading to a remarkable 50% reduction in internal emails and a significant 40% increase in collaboration across teams.
- Streamlined the process of collecting data for employees and their dependents for health insurance enrollment by developing a website, reducing the time required for this procedure from 5 days to just 1 day.
- Simplified the exam submission process for job applicants by developing a website where it increased the speed and accuracy of marking by 50%.

SKILLS

- Backend development in ASP.NET
- Business acumen and effective teamwork.
- OOP and Design Patterns
- Experience in REST APIs.
- Good Knowledge of Java and C Language

- HTML, CSS, JavaScript, TypeScript, jQuery and Angular
- SQL Databases such as SQL Server & Oracle
- Basic knowledge in Linux
- Working in Agile
- GitHub Tool

LANGUAGE

- Arabic: Native Proficiency
- English: Very good Working Proficiency

EDUCATION

Computer Engineering
Al-Quds University – Abu Dis.
02, 2017- 02, 2021
Cumulative Average: 81.2%, Specialization Average: 80.2%.

Full-Stack Development

2022-2023
Knowledge Academy:
Front end (HTML5, CSS, Bootstrap, JavaScript, TypeScript, jQuery, ES6, Angular).
Back end (C# Language, SQL Database, ASP.NET MVC Core and REST APIs).

2019
Experts Turnkey Solutions **:**(HTML5, CSS, JS and Angular) for uni. students.