Nabil Alhaffar

Software and Sales Professional

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🪪 PROFILE

Dual-competent self-motivated professional excelling in both full-stack software development and sales, bringing a unique blend of technical prowess and sales acumen. With 4 years of experience and a solid background in software engineering and programming, I specialize in crafting scalable solutions for mobile, web, desktop, and embedded systems, as well as delivering clean code that adheres to coding principles. In parallel, boasting 8 years in sales experience, I am a top-ranked sales professional with proven expertise in sales management, problem solving and opportunity maximization. Consistently a top performer, my work ethic and passion for continuous learning set me apart in both realms.

📁 SOFTWARE PROFESSIONAL EXPERIENCE

Freelance Software Engineer   01/2021 – present │ Remote
Upwork Freelance Platform
- Undertook various freelance projects, collaborating with clients to understand requirements and deliver tailored software solutions.
- Demonstrated versatility by working on projects spanning X-platform mobile app and web development using multiple tech stacks, including C#/.NET, MVC, and MEAN.
- Successfully managed project timelines, ensuring timely delivery and client satisfaction for 9 separate projects mostly related to e-commerce and inventory control.
- Implemented best practices in coding and provided documentation for easy maintenance and future updates.

Software Engineering Co-op(s)   01/2019 – 08/2020 │ Louisville, KY
GE Appliances, a Haier Company — Emerging Technologies and Innovations
- Leveraged skills in C#/.NET, C/C++, Python and other tech stacks to actively create and deliver novel functional prototypes related to appliances and demonstrate them periodically to C-Suite executives and product line managers.
- Collaborated with electrical and mechanical engineers within GE Appliances to acquire needed hardware and electronics knowledge to perfect prototypes and insure complete functionality.
- Successfully translated 4 novel ideas from scratch into functional features to be introduced within the GE Appliances product line, and was awarded utility patents as the main inventor.
- Gained AI and machine learning exposure by learning data collection and how to model and train data for predictions using supervised, unsupervised and ensemble learning algorithms.

💼 SALES PROFESSIONAL EXPERIENCE

Retail Sales Specialist, Expert   08/2020 – 03/2023 │ Evansville, IN
Charter Communications, Spectrum
- Responsible for promoting and selling mostly residential internet, cable, home-phone and mobile services in a retail setting leveraging knowledge in sales and Oracle Xstore POS system.
- Consistent #1 performer on the SE Division power ranker which ranks over 400 retail sales specialists in terms of sales yields and target attainments, with 18 times ranking #1 nationwide.
- Contributed immensely along with the rest of the team in Evansville, IN to lift the store's monthly ranking to being a consistent top 3 nationwide, earning over $150,000 in total commissions.
- Numerous awards and certifications including: Spectrum Elite Sales Club 2021 and 2022, Apple Champion - Apple Excellence Program, and Spectrum Accelerate Program, Expert.

District Manager   06/2017 – 08/2020 │ Evansville, IN
Metro by T-Mobile
- Provided leadership and directed all operations within a franchise of six stores, ensuring compliance with corporate policies and procedures and attainment of company targets.
- Provided continuous coaching and mentoring to all levels of staff, including sales associates and store managers in effective selling and sales maximization, A-Z Oracle XStore POS System usage and error handling, inventory control, merchandising techniques and customer service protocols.
- Consistently surpassed corporate monthly sales objectives and KPI's for all six locations with an average of 135% increase in net profit during my stint and recognition as some of the top performing doors in the Mid-Atlantic\ Great Lakes region.
- Actively ensured all locations and the warehouse were well stocked, while enforcing a loss prevention plan for all inventory in the stores and the warehouse.

🧩 SOFTWARE AND TECHNICAL SKILLS

Programming Languages
C#, C/C++, Java, JavaScript, Python, Swift

Mobile Development
IOS, Android, Cross-platform

Frontend Development
ASP.NET, Angular.Js, React.Js, Vue.Js

Backend Development
ASP.NET Core, Ruby on Rails, Django

Communication Protocols
RESTful APIs, WebSocket, BLE GATT

Database Management
SQL, NOSQL, MongoDB, ORM

Authentication and Authorization
Tokenization, JWT, OAuth

Cloud Tech
Microsoft Azure, AWS

Software Practices and Agile methodologies
Scrum, SDLC, OOP, TDD, DevOPS, CI/CD

Embedded Development
RPI, Arduino

🧠 SALES AND SOFT SKILLS

Sales Software (POS, Ticketing, and CRM)
Oracle Xstore and RTPOS inventory management, intricacies, and error handling

Relationship building
Establishing rapport, fostering trust, maintaining client relationships, networking

Effective Communication
Active Listening, clear articulation, persuasuasive communication

Negotiation skills
Identifying win-win opportunities, handling objections

Product knowledge
Conveying benefits, addressing client needs

Time Management
Delegating, prioritizing tasks

Problem solving
Analyzing issues, proposing solutions while overcoming objections

Strategic Planning
Setting goals, creating a plan and executing on strategy

🎓 EDUCATION

B.S Computer Science   12/2021 | Evansville, IN
University of Evansville
Minor in Mathematics
Dean's List - Fall 2015, Spring 2016, Spring 2017, Fall 2019

📁 PROJECTS

Smart Tea Pot
- Developed a full-stack wearable smartwatch application on the Tizen.Net framework despite little to no documentation.
- Utilized watch sensors to measure real-time body vitals, providing tea recommendations to neutralize imbalances, based on data I had previously collected.
- Implemented Low Energy Bluetooth communication to trigger the teapot based on the corresponding time and steeping temperature through Generic Attribute Profile services and requests.
- Applied skills: C#, Python, Tizen.Net, IoT and BLE (Bluetooth Low Energy) and GATT.

Inventory Manager
- Combined both disciplines (software and sales) to develop a full-stack Xamarin Forms cross-platform mobile application to help manage inventory in a Metro by T-Mobile franchise and facilitate operations at warehouses and stores at a franchise level.
- Incorporated an ASP.Net core web REST API for communication with an SQL database hosted on Microsoft Azure.
- Applied skills: C#, RESTful APIs, XML, JSON tokens, JWT, Xamarin Forms, ASP.Net Core, SQL database management.

Smart Knife Stations
- Designed and developed an AI-enabled device that listens to audio commands and identifies the most suitable cutlery item from a kitchen set based on data I had previously collected.
- Applied skills: Python, Microcontroller embedded development, SQL databases, hardware, electronics.

Radio Frequency Fall Detector
- Wrote code in C to program a radio frequency sensor to detect falls and localize moving targets.
- Wrote a python script that used Random Forest Algorithm to train a model based on collected data to assist in substantiating predictions and help navigate edge cases avoiding false positives.
- Implemented SMS alerts through Twilio to promptly notify registered caregivers upon fall detection.
- Applied skills: C/C++, Python, Random Forest algorithm, IoT, SMS integration, and hardware.

Color based smart toaster
- Developed a toaster using OpenCV and the K-means clustering machine learning algorithm to consistently toast bread to the desired shade of goldenness through collecting and processing a large set of image files.
- Implemented color processing algorithms for precise control.
- Applied skills: Python, OpenCV, K-means clustering algorithm, and embedded hardware systems.