

Ayser Bataineh

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Jordan, Amman



Career Summary

Experienced IT professional with a diverse skill set and a track record of delivering successful projects. Adept at leveraging technologies such as Raspberry Pi, Arduino, Python, and .Net Core to create innovative solutions. Strong problem-solving abilities and a passion for continuous learning. Committed to enhancing user experiences and driving positive outcomes.

Work Experience

Content Moderator

June 2022 - Present

Webhelp

Responsible for reviewing and moderating user-generated content on online platforms. The primary responsibility is to ensure that all content posted on the platform meets the company's standards for quality, accuracy, and appropriateness.

- Using various moderation tools and software to manage content and user profiles.
- Responsible for managing all videos in assigned language queue.
- Ensures accurate monitoring of content and meets first instance requirements.
- Conducts quality assurance tests to identify any issues and improve overall usability.
- Escalating complex or sensitive issues to senior management or other relevant teams.
- Keeping up-to-date with industry trends and best practices for content moderation.

Gas Detection

May 2023

Freelance

Developed and programmed an Arduino-based system to detect gas leakage using a sensor and implemented an API to send SMS notifications to users with real-time gas level information.

- Integrated a gas sensor MQ-5 to accurately detect gas leakage.
- Developed the source code to process sensor data and trigger appropriate actions.
- Utilized an API to send SMS notifications to users.
- Implemented functionality to include real-time gas level information in the SMS notifications.
- Ensured reliable and timely delivery of notifications to enhance user safety.

Customer Portal, cntraal.com

December 2022 - February 2023

Freelance

Cntraal.com is a Customer Engagement Platform that provides a Cloud Multichannel contact center services and targeting SMB companies with low-cost subscription plans.

The project goal is to design a Customers portal for subscription management. The portal stores customer information to MySQL DB and connects to backend platform using REST API to reflect customer subscriptions on the backend. The portal will use PayPal as a payment gateway and it will be integrated using REST API.

The Portal implemented using .Net Core MVC 6.0 and MySQL 10. During the project, I did the following tasks:

- MySQL DB Design.
- Identity Management using MySQL Connector.
- Perform CRUD operations.
- REST API Integration with backend platform.
- Data Schema design.
- PayPal Integration
- Cron Job

API Integration, Softphone

November 2022

Freelance

Softphone software is provided by your VoIP provider and is a user-friendly interface that functions much the same way a regular phone would. This interface allows users access to dialing and all the features that come with their VoIP solution.

The project goal is to design an API for requesting data from a portal that helps to make it more efficient to make the agents handle customers data flow nested of searching it manually online. The application requests customer information from Chatwoot DB and connects to softphone platform using REST API to reflect customer specified information on the softphone frontend.

The application implemented using pure Python.

Smart Sunglasses

August 2021

Freelance

Developed a smart sunglasses prototype for visually impaired individuals using Raspberry Pi 4 and Python programming, incorporating text recognition, audio conversion, navigation, and language translation capabilities using Google APIs.

- Integrated the Raspberry Pi camera module for image capture and text recognition.
- Utilized OCR (Optical Character Recognition) techniques in Python with the Tesseract library to extract text from captured images.
- Implemented text-to-speech conversion in Python to convert extracted text into audible speech.
- Integrated headphones to provide users with audio feedback of the converted text.
- Utilized the Google Voice to Text API for accurate transcription of spoken words.
- Incorporated an ultrasonic sensor to measure the distance between the user and targeted text for improved accuracy.
- Developed a walking stick with built-in GPS and ultrasonic sensors for object detection and navigation.

- Integrated Google Translate API to enable language translation of the detected text.

Linux System Administrator

January 2016 - August 2021

xTreme Gamers

Experienced Linux Systems Administrator with a strong proficiency in installing, setting up, and configuring various tools and software using apt-get on Linux systems. Skilled in managing and maintaining Linux systems for game servers and websites, specifically utilizing Ubuntu 16.04 and Debian 8.2. Well-versed in system setup, configuration, and administration through both command-line interface (CLI) and graphical user interface (GUI) environments, including Gnome and Mate. Expertise in modifying Apache 2 to seamlessly integrate with websites and subdomains. Developed practical Python tools to streamline monitoring and management of game servers, employing intuitive dashboards for enhanced efficiency.

- Extensive experience utilizing apt-get to install and configure a wide range of tools and software on Linux systems.
- Proficient in Ubuntu 16.04 and Debian 8.2, adept at working with their respective package management systems.
- Strong understanding of dependencies and package installation processes, ensuring smooth and error-free installations.
- Skilled in configuring tools to match specific requirements, customizing settings and preferences as needed.
- Capable of troubleshooting and resolving installation and configuration issues to ensure optimal performance.
- Continuously staying up to date with the latest tools and technologies, expanding knowledge and capabilities.

Education

Bachelor of science: Computer Science

Al Al-Bayt University

Skills

Problem Solving

Leadership Skills

Project Management Skills

Tool and software installation

Configuration and customization

Troubleshooting and issue resolution

Continuous learning and adaptability

Languages

English - Very good command

Arabic - Native speaker

Certificates

- ASP.NET Full Stack Developer

- Basics of networking - In progress