

SHAHAD AHMED MURAD ALBALUSHI

shahad.a.albalushi@gmail.com ||

phone number : 91282809

EDUCATION

University of Technology and Applied Sciences Muscat

Muscat

Diploma in Software Development



WORK EXPERIENCE

Oman Arab bank

IT help desk

- Provided users with first technical support, efficiently troubleshooting, and resolving hardware, software, and network issues via remote desktop tools, email, and phone conversations.
- Aided users in pinpointing and remedying technical concerns associated with operating systems, software applications, and hardware constituents.
- Prioritized and managed support tickets within a ticketing system, Securing the prompt resolution of client concerns.
- Collaborated with interdisciplinary teams to elevate intricate technical matters to dedicated specialists, ensuring a seamless resolution process.
- Played a role in developing a repository of knowledge base articles, enabling users to independently address common problems.
- Actively engaged in team meetings and training sessions, staying abreast of emerging technologies and support methodologies.
- Consistently resolved an average of 80 technical queries daily, upholding a remarkable level of user contentment.
- Garnered continual praise from users for adept communication and patient guidance.

MUSTAFA SULTAN ENTERPRISES

Commercial Executive

- facilitating appointment scheduling for both private and government hospitals.
- Created more than 100 do's (delivery order) a day .
- Invoice Creation: Skilled in creating accurate and detailed invoices, ensuring all necessary information is included for client billing.
- Document Scanning: Proficient in scanning documents and ensuring high-quality digital copies are available for records and sharing.
- SAP Integration: Experienced in attaching scanned invoices in SAP, ensuring proper documentation and compliance with company processes.
- Filing and Organization: Implemented systematic filing practices for both digital and physical invoices, enhancing accessibility and reducing retrieval time.
- Problem Solving: Developed problem-solving skills to address any issues related to invoices or SAP entries, facilitating smooth operations.
- Reporting: Assisted in generating reports related to invoices and payments, providing valuable insights for financial analysis.

PROMATAS GROUP OF COMPANIES

Web developer

- Collaboration Skills: Gained experience in collaborating with a diverse team of developers, enhancing teamwork and communication skills.
- Version Control: Familiarity with version control systems (e.g., Git) to manage code changes collaboratively and track project progress.
- Project Management: Participated in project planning and management, contributing to setting deadlines, task distribution, and milestone tracking.
- WordPress Development: Developed and customized WordPress themes and plugins.

- **Responsive Design:** Implemented responsive design principles using HTML and CSS to ensure websites are accessible and user-friendly across various devices.
- **Debugging and Testing:** Engaged in debugging and testing processes to ensure code quality and website performance.
- **Continuous Learning:** Emphasized the importance of continuous learning and adapting to new technologies and trends in web development.
- **Feedback Integration:** Actively sought and integrated feedback from team members and stakeholders to improve project outcomes.

Udacity

Front-End developer

- Acquired advanced skills in modern front-end technologies, including HTML5, CSS3 and JavaScript.
- Developed proficiency in building responsive, interactive websites.
- Learned to manage project workflows using Git and GitHub for version control and collaboration.
- Implemented best practices for web performance optimization and cross-browser compatibility.
- Gained hands-on experience with tools like Webpack, Sass, and npm to streamline development workflows.
- Applied knowledge of APIs to integrate external data into dynamic web applications.
- Crafted an AI-driven Natural Language Processing (NLP) web app, enabling users to evaluate and analyze text or news articles with seamless integration of advanced APIs.
- Designed and developed an engaging Landing Page, incorporating responsive layouts, smooth animations, and optimized performance for an exceptional user experience.
- Built a dynamic Blogging Platform, showcasing clean design, interactive features, and efficient handling of user-generated content using modern front-end technologies.

SKILLS

- Expert knowledge of variety of programming languages including PHP,Python,SQL,JavaScript,C and C++.
- Delivering exceptional customer service consistently to all clients, encompassing handling customer inquiries and addressing concerns.
- Possessing extensive expertise and practical familiarity with computers, IT systems, and networks.
- Skillfully recognizing and swiftly resolving hardware or software issues with a sense of urgency.
- Demonstrating advanced proficiency in the technical facets of the role and effectively conveying this knowledge to audiences of varying technical backgrounds.
- Engaging daily with cables, extensions, devices, projectors, and other IT or audiovisual (AV) equipment.
- Developing and overseeing databases using appropriate data management methodologies.
- Proficiently assessing software to ascertain its accuracy, comprehensiveness, and functionality.
- Competently configuring, enhancing, maintaining, and overseeing IT networks.
- Effectively handling tasks, adhering to timelines, and maintaining constant organizational prowess.
- Demonstrating the skill to craft coherent and succinct reports, documents, emails, and correspondence.
- Exhibiting swift and accurate typing at a high speed.
- Handling tasks such as photocopying, scanning, folder arrangement, addressing customer inquiries, and more.
- Thoroughly ensuring the meticulous handling of minutiae within tasks, endeavors, and undertakings.
- Using SAP daily for Data Management, Materials management and Quality Management as well:
 - System Navigation: Proficient in navigating SAP for various functions, including invoicing, inventory management, and reporting, ensuring seamless integration into business processes.
 - Data Management: Experienced in managing and inputting data into SAP, ensuring accuracy and compliance with company standards.
 - Reporting and Analytics: Utilized SAP for generating reports and analyzing financial data, supporting strategic business decisions and enhancing operational efficiency.
- Excel Skills
 - Data Analysis: Proficient in organizing and analyzing large datasets using formulas and functions.
 - Data Visualization: Skilled in generating charts and graphs for effective data presentation.
 - Financial Modeling: Capable of building financial models for budgeting and forecasting.
 - Automation: Knowledgeable in using macros to streamline repetitive tasks.

PROJECT EXPERIENCE

Harvard Final Project

to do list for a chrome extension

- A chrome extension that has the ability to add, edit, completed and delete tasks using dynamically created HTML elements and event listeners.
- Always wanted to have my to do list with me to track my work but opening two or more Chrome windows makes it hard to work. So I decided to create an extension that allows me to track the works I need to finish in the same Chrome window.
- Utilized agile development methodologies to iteratively improve the functionality of the chrome extension, resulting in a 15% decrease in bug occurrences.

Graduation Final Project

Booking flight website

- Developed and executed a comprehensive project plan, overseeing all aspects of website development, including coding, styling, and database implementation.
- Delivered a high-quality website that streamlined the booking process for users, resulting in a 20% increase in successful flight reservations.
- Implemented a secure and efficient database to store all user information and booking data, resulting in improved data management and a 30% reduction in system errors.

Udacity

Blog

- Built a dynamic Blogging Platform, showcasing clean design, interactive features, and efficient handling of user-generated content using modern front-end technologies.
- Implemented a responsive design to ensure seamless accessibility across various devices and screen sizes.
- Applied modern CSS techniques, such as Flexbox and Grid, to create a visually appealing and intuitive layout.

Udacity

Landing page

- Designed and developed an engaging Landing Page, incorporating responsive layouts, smooth animations, and optimized performance for an exceptional user experience.

Udacity

NLP web app

- Crafted an AI-driven Natural Language Processing (NLP) web app, enabling users to evaluate and analyze text or news articles with seamless integration of advanced APIs.
- ◆ Developed a user-friendly interface that enables users to input text or URLs for seamless analysis.
- ◆ Integrated Natural Language Processing APIs, such as MeaningCloud or similar, to extract sentiment, key phrases, and text classifications.
- ◆ Implemented real-time feedback, displaying analysis results instantly after user input submission.
- ◆ Configured a Webpack build pipeline, optimizing performance with techniques like code splitting, asset minimization, and caching.
- ◆ Applied error handling mechanisms to manage invalid inputs, API failures, and user errors gracefully.
- ◆ Utilized SCSS for styling, ensuring a clean, modern, and responsive design.
- ◆ Enhanced functionality with JavaScript ES6+ features, including Promises and async/await for API calls.
- ◆ Deployed the application to production, showcasing skills in hosting and environment configuration.
- ◆ Incorporated service workers for offline functionality using Workbox to enhance user experience.
- ◆ Conducted testing and debugging to ensure robust application behavior and accurate NLP results.

CERTIFICATIONS

- Front-End Developer
Udacity
- Computer Science
Harvard University
- AWS Deep Racer
Amazon
- Web developer boost camp
Udemy
- Visual and graphic design
certificate Alison empower

Verified Certificate Of Nanodegree Program Completion

Front End Development Fundamentals

Awarded to

Shahad Ahmed albalushi

November 18, 2024



Udacity has confirmed participation of this individual in this program. Confirmation at www.udacity.com/certificate/e/d28961c0-649f-11ef-a11e-c3c93663100d.

Sebastian Thrun
Founder, Udacity



بنك عُمان العربي
OMAN ARAB BANK

Date: 06/04/2023

Ref. No.: OAB/HRD-217/2023

Public

To Whom It May Concern

This is to certify that Ms. Shahad Ahmed Al Balushi successfully completed the Internship program at Oman Arab Bank in Information Technology Division from 12/02/2023 to 06/04/2023.

During the period of her internship program with us, we found her hardworking and technically sound and result oriented. She worked well as part of a team and demonstrated excellent communication skills.

This letter is issued upon the interns request without any liability to the Bank.

Best Regards,

Mutheer Sulaiman Al Kalbani
Head of Talent Management & Development



استمع رمز الامتثالية
للتواصل معنا



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مؤسسة مصطفى سلطان
Mustafa Sultan Enterprises

شركة مصطفى سلطان للتجهيزات العلمية والصناعية ش.م.م.
Mustafa Sultan Science & Industry Co. L.L.C.
VATIN - OM1100013478

19th Dec 2023

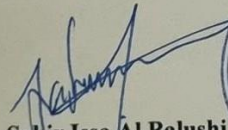
TO WHOM IT MAY CONCERN

This is to certify that **Ms. Shahad Al Balushi** has successfully completed her internship for the period of four months, starting **01.09.2023** till **31.12.2023** as a **Temporary Assistant** at **Mustafa Sultan Science & Industry**. She did this training in **Commercial Department**.

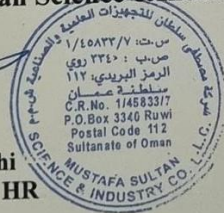
During the period of training, we found **Ms. Shahad Al Balushi** sincere, punctual, hardworking and inquisitive.

We wish **Ms. Shahad Al Balushi** all the best for her future endeavor.

Yours truly,
For **Mustafa Sultan Science & Industry Co. L.L.C.**,


Sabir Issa Al Balushi

General Manager - HR



CS50 Certificate

CS50 congratulates

Shahad Ahmed murad albalushi

on completion of CS50x, including ten
problem sets, nine labs, and one final project.

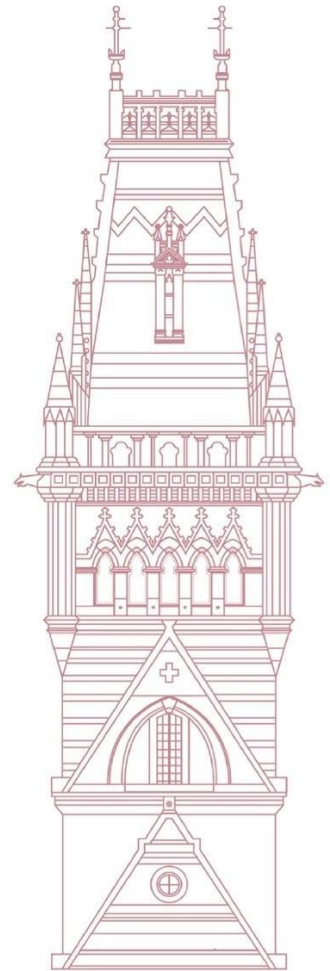
Awarded from Cambridge, Massachusetts,
in the year two thousand twenty-three.



David J. Malan
Gordon McKay Professor of the Practice of Computer Science
Harvard University



<https://cs50.harvard.edu/certificates/4066a70f-d6c8-485c-b042-8c54303e95e9>



Certificate of Completion

*This is to certify that Shahad successfully
completed 31.5 hours of Python and Django Full
Stack Web Developer Bootcamp online course on
April 15, 2020*

Jose Portilla
Jose Portilla, Instructor

&

udemy





Shahad Ahmed

has successfully completed the AWS Certification
requirements and has achieved their:

AWS Certified Developer - Associate

Issue Date
May 19, 2020

Expiration Date
May 19, 2023

A handwritten signature in black ink, appearing to read "Maureen Loneragan".

Maureen Loneragan
Director, Training and Certification

Validate at: <http://aws.amazon.com/certification>