AHMAD
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Profile

I am a hard-working, quick-learner, and highly-motivated individual with excellent communication skills and more than 8 years experience in IT Desktop Support role. I am able to work in a team or individually depending on the task. I am a sociable, friendly, organised and reliable person to work with and ambitious to learn about new technologies.

I am looking to obtain an **entry-level front-end web developer** position and to be a part of a secure and well-established company which provides steady career growth along with job satisfaction, challenges and giving a valuable contribution in the success of the company.

I am an ambitious type who wants to get noticed and has the drive and massive energy needed to really make a difference to a project. Over the last 6 – 12 months, I have studied web languages culminating in HTML, CSS and JavaScript language qualifications. However, I continue to study and practice improvement of my skills and learn different new technologies.

Please see my portfolio links above which show my skills I gained through my studies.

Education

Philadelphia University, Jordan
BSc in Computer Engineering

2001 – 2006
GPA 71.5%

Key Skills

Technical Skills Acquired Whilst Working in Different Companies

- Comprehensive knowledge of Microsoft Windows 7, 8, 8.1, and 10.
- Comprehensive knowledge of Microsoft Office 2010, 2013, 2016, and 2019.
- Knowledge of networking connectivity, LAN structure, TCP/IP, DNS/DHCP, and IP Telephony.
- Knowledge of PCs, Laptops, peripherals, printers, and RDP (Remote Desktop).
- Active Directory and Group Policy administration and management.

Web Development Skills Acquired Whilst Studying

- Establishing the purpose of the website based upon its target audience.
- Aware of international web standards and protocols according to W3C standards.
- Comprehensive knowledge of HTML, HTML5, CSS, and CSS3.
- Responsive Web Design adaptation.
- Basic to Medium knowledge of JavaScript.
- Basic knowledge (and continual improvement) of SASS, LESS, jQuery, PHP, MySQL, Bootstrap 3, and Bootstrap 4.
- Using Browser Developer Tools to improve the website development.
- Web hosting and Domain Registration capability.

Personal Skills

- Excellent interpersonal and communication skills
- Demonstrated ability to work well under pressure, follow instruction and multitask.
- Strong Troubleshooting skills.
- High attention to detail
- Handling criticism well and learning from it.
- A keen approach to learning.
- Providing high level customer care.

Key Competencies

- Able to juggle priorities and multi-tasking.
- Learning new technologies and keeping abreast of markets developments.
- Thorough and precise.
- Adaptable and able to pick up new techniques.

Languages

- HTML.
- CSS.
- (Beginner – Medium) JavaScript.
- (Beginner) ES6 (ECMAScript)
- (Beginner) jQuery.
- (Beginner – Medium) Bootstrap 3.
- HTML5.
- CSS3.
- (Beginner) SASS.
- (Beginner) LESS.
- (Beginner – Medium) Bootstrap 4.

Certifications

- **CompTIA A+**.
- **MTA** (98-383): Introduction to Programming Using HTML and CSS Certificate.
- **MTA** (98-375): HTML5 Application Development Fundamentals Certificate.
- **MTA** (98-382): Introduction to Programming Using JavaScript Certificate.
- **CIW** (Certified Internet Web Professional 1D0-620): Advanced HTML5 and CSS3 Specialist Certificate.
- **CIW** (Certified Internet Web Professional 1D0-735): JavaScript Specialist.
- **SEO** Certification.

Master Control Global Limited, UK   June 10th 2019 – Present
Technical Specialist (Junior Web Developer)

Master Control Global Limited Inc. creates software solutions that enable life science and other regulated companies to deliver life-improving products to more people sooner. MasterControl's integrated solutions accelerate ROI and increase efficiencies by automating and securely managing critical business processes throughout the entire product lifecycle. More than 1,000 companies worldwide, ranging in size from five employees to tens of thousands, rely on MasterControl cloud solutions to automate processes for new product development, clinical, regulatory, quality management, supplier management, manufacturing and post-market surveillance. MasterControl solutions are well-known for being scalable, easy to implement, easy to validate and easy to use. For more information, visit mastercontrol.com.

Responsibilities:
- Perform form development in MasterControl Software using HTML, JavaScript, jQuery and Bootstrap.
- Quality testing the forms after the development.

CDG A Boeing Company (BGS – Boeing Global Services), UK   September 25th 2018 – June 7th 2019
End-User Support Specialist 2

CDG is a wholly-owned subsidiary of The Boeing Company. With multiple locations across the US, UK, and India and more than 1,300 employees worldwide. CDG has delivered industry-leading innovation in engineering and technical data solutions for the commercial aviation and aerospace and defence industry. CDG is a leader among aerospace engineering firms that offers global services and software solutions to customers in engineering-focused industries worldwide.

Responsibilities:
- Deploy and administer IT systems in the assigned region, including end-user desktops/laptops, computing servers, network equipment, voice and video hardware and mobile devices.
- Perform incident resolution or, when needed, escalation to the appropriate group.
- Interact with regional business partners and Service Fulfilment Analysts to track and prioritize incidents and tasks in the ticket queues using ManageEngine ServiceDesk Plus ticketing system.
- Execute software installation and deployment to computing systems.
- Execute asset change tasks and reflect such changes in appropriate databases.
- Provide IT consultation to the end user.
- Distribute new user IT starter package and provide initial user IT orientation.
- Ensure security and policy compliance while performing technical tasks.
- Participate in regional and cross-regional technical meetings.
- Contribute updates to technical documentation, procedures and process definitions.
- Perform emergency or periodically planned information systems administration tasks, maintenance/upgrades and configuration changes.
- Conduct systems performance analysis and provide feedback to functional leads and colleagues in the Continual Service Improvement function.

Yateley School, UK   January 2018 – August 2018
ICT Technician

Yateley School is the largest secondary school in North East Hampshire. The school teaches over 1500 students aged 11 – 16, and the attached sixth form college caters for ages 16–18.

Responsibilities:
- Provide first level software and hardware support to users (Teachers, School Staff and Students).
- Manage tickets using a help desk software called Spiceworks.
- Install, modify, and repair computer hardware and software and install computer peripherals.
- Using Bradfords Network – Network Sentry software to allow users to connect wirelessly to the internet.
- Imaging and re-imaging desktops and laptops using WDS (Windows Deployment Service).
- Creating users accounts using Active Directory.
- Email creation, configuration, delegation and mailbox size increasing using Microsoft Exchange Server 2013.
- Microsoft Outlook 2013 troubleshooting.
- Anti-Spam and Web filtering using Smoothwall.
- Creating accounts and resetting passwords using Microsoft Office 365.
- Liaising with suppliers – emailing suppliers with requests for quotations to cover new equipment purchases.
- IP phones management using Splicecom manager.
- Local Group Policy management.
- PCs remote access using AB Tutor and RDC (Remote Desktop Connection) or RDP.
- Antivirus Deployment, installation and management using Webroot Antivirus package.
- Network cabling, testing and tracing using the appropriate network tools.
- Designing email signature using HTML/HTML5 and CSS/CSS3.

Civil Aviation Authority, Qatar   November 14th 2011 – February 4th 2016
IT Technician

The Civil Aviation Authority of Qatar (QCAA) is the government agency responsible for licensing, monitoring, and regulating civil aviation matters. It is administered by the Qatar Ministry of Transport and Communications.

Responsibilities:
- Knowledge of Anti-Viruses and perform scanning for malicious Viruses and treating infected computer systems.
- Troubleshooting, configuring, and installing of Microsoft products (Windows 7/8/8.1/10 and Office Suite) and other popular software products on desktops and laptops.
- Configure, install and set up network printers, shared printers and peripheral devices.
- Familiar with LAN structure as I am able to solve and troubleshoot technical network connectivity and dealing with users' issues.
- Troubleshoot and resolve basic issues with voice communications (VoIP Telephones such as CISCO phones) and mobile phones.
- Coordinate with vendors or technicians for service and support.
- Providing technical assistance and support for incoming queries and issues relating to computer systems, software, and hardware.
- Designed and developed intranet website for the company using web programming languages such as HTML, HTML5, CSS, CSS3, basic JavaScript with jQuery, basic MySQL, and basic PHP.

Al-Qadisia Travel and Tourism, Syria   **2009 – 2011**
IT Desktop Supervisor

Responsible for complete system support including software and hardware maintenance and functionality. I also took responsibility for the front office on many occasions and dealt directly with clients. This required courtesy and familiarity with the travel agency systems and processes, which I quickly learnt and worked with, without supervision.

Responsibilities:
- Troubleshooting, configuration, installation of Microsoft Windows XP/2000/Vista/7 OS on desktops and laptops.
- Setup computers and install software for various applications and programs.
- Maintain computer peripheral devices like printers and resolve associated problems.
- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any personal computers (PC) or notebooks that has authorized access to the network.