



# Jad Alnami

COMPUTER SCIENCE GRADUATE

g.alnami@yahoo.com

+4917661976859

Propst-Böckler-Str 22, Warstein, 59581

Klasse B driving Licence

## Profile Summary

A qualified full stack developer and IT-support with experience in Scrum environments, ITIL Processes and CRM Analytics. Thrilled and very motivated to build a career and eager to learn more everyday!

## Professional Skill

- PHP
- Java
- Vue.js
- Python
- HTML & CSS
- MySQL

## Relevant Skill

- Agile Mgmt.
- ITIL Service Mgmt.
- CRM Analytics
- 2nd Line IT Support
- Critical Thinking
- Skilled Communication

## Education

### Bachelor of Computer Science @ IU International University (Bad Honnef, Germany)

2021-2025

Bachelor Thesis: The Impact of Cookie-Consent Banners on Web Performance Metrics and User Engagement.

### Foundation of Arts (IT) @ HELP University (Kuala Lumpur, Malaysia)

2019-2020

Base Foundation on Problem Solving and Critical Thinking Skills in the IT world.

## Work Experience

### Full Stack Developer and IT Support Intern @ Simonix Digital Labs

2024-2025

- Full-Stack developer in a Scrum Agile Environment (Websites Development): PHP, Python, HTML, CSS, Vue.js, Lottie Animations, and Rest API Integrations.
- 2<sup>nd</sup> Line IT Support: Tickets, In-Depth Technical Support, Internal Company Server Troubleshooting, Internal VPN Support.
- ITIL service management skills that resulted in 20% server load reduction.
- CRM experience by collecting Internal Company client data and provide a detailed pattern and user interaction dashboards using Zoho CRM.
- Ensuring data privacy compliance using ISO/IEC 27001.

## Projects

### Advanced Database Design for Hotel Booking System - (AirBnB)

2024

- Designed and developed a SQL-based booking system with ERM Model and detailed optimized queries.

### Help Desk ITIL Optimisation

2023

- Planned and led a help desk team from an unstructured IT support model to a mature ITIL based service operation using ITSM methods.

### Agile Project Management

2023

- Teamworked, planned and managed a Gym Workout Planner App using Scrum, creating backlogs and running sprints to get the best approach and customer satisfaction review.

## Interest

- Monitoring stock market.
- Bug Bounty Hunting

## Languages

- English - Native
- Arabic - Native
- Deutsch - B2
- Malay - A2