AHMED HUSAIN BIN SHEHAB

IT SUPPORT ENIGINEER & SOFTERWARE TESTER

971505113970   Abushihab_330@Hotmail.com   Abu Dhabi – UAE   Ahmed Bin Shehab

Skills

Advance Analytics

Problem Solving

Azure CLI, Power Shell, Bash

Soft Skills

C++ SQL Java Python Program Languages

Education

Bachelor of Computer Engineering

University of Science and Technology

Sana'a - Yemen

2002-2006

Diploma of Application Software

Global Educational Center

2001-2002

Certificates

- AWS Solution Architect Certified
- AWS Cloud Practitioner
- Microsoft Azure Administrator Certified
- Microsoft Azure Solution Architect Expert.
- ITIL® Foundation Certificated 2018
- Certification of EADA (Electronic Academic Development Association)
- OCI Foundation Certified
- OCI Solution Architect

Awards & Achievement

•Appreciation Certificate from Department of Finance – Abu Dhabi.
•Create MS Access database that organize attendance system in clearance section in Abu Dhabi airport.

Experiences

Senior IT Support Engineer

Department of Finance and Department of Customs– Abu Dhabi

Nov 2008 - Present

- Track computer system issues through to resolution, within agreed SLA.
- Use HP Service Management System to track tickets and requests from end users.
- Prepare accurate and timely reports.
- Installing, configuring, troubleshooting MS windows server, client, and MS office.
- Manage windows and Linux print server and windows file server.
- Inventory of assets (PC, printers, scanners…, etc.)

ICT In-Country Software Tester.

Lionbridge Technologies - US –Remotely

Jul 2015 –Present

Lionbridge is the leading provider of translation, development and testing solutions that enable clients to create, release, manage and maintain their technology applications and Web content globally.

As an in-country tester I am responsible for:

- Testing of the Xbox various Apps and executing and reporting the progress my testing through SharePoint Portal of Project and daily reports.
- Raising and tracking bugs through SharePoint Portal of Project.
- Testing of the games purchase on various payment methods like credit card andPayPal to ensure correct rendering and behavior.

Desktop Support Engineer

National Consulting Office – UAE- Abu Dhabi.   **Jan 2008**

Computer Technician

Al-Khalil for trading and computers Sana'a – Yemen.   **Jan 2007**

•H/W maintenance and customer support.

•Assemble new Systems, and install operating system, office applications, Antivirus system, and other software.

Computer Technician and Instructor

Global Educational Center Sana'a – Yemen.   **Jan 2003 to May2005**

- Train and coach students in Windows OS and office applications