

# ANFAAL FAISAL

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## PROFESSIONAL SUMMARY

Goal-oriented tech enthusiast with strong commitment to collaboration and solutions-oriented problem-solving. Who use's various software designs to develop customer-focused products and brands. Committed to high standards of web design, user experience, usability and speed for multiple types of end-users. Successful at maintaining customer satisfaction through effective customer support.

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## EDUCATION

Expected in 12/2021 **Bachelor of Science: Computer Science with a minor in Communications**  
***Western Michigan University - Kalamazoo, MI***

06/2016 **High School Diploma**  
***Wesgreen International School - Dubai***

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## WORK HISTORY

12/2018 to Current **Help Desk Student Lead**  
***WMU Office Of Information and Technology – Kalamazoo, MI***

- Trained and supported end-users with software, hardware and network standards and use processes
- Monitored problem management database and followed up with assigned personnel
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution
- Scheduled staff and delivered training materials and information
- Patched software and installed new versions to eliminate security problems and protect data
- DUPE - Engaged end-users and answered questions via email, phone, website live chat and in forums
- Removed malware, ransomware and other threats from laptops and desktop systems
- Worked with students/staff customers to understand needs and provide technical service

12/2018 to Current

### **Web Development Intern**

***S-Cube Technologies – Corona, CA***

- Worked in streamlining workflow and process with UR-Health App.
- Improve user experience for pharmacy app using JavaScript, CSS and other JS frameworks like react/react native
- System Analyst and Liaison between Development team and end users
- QA/Testing for releasing apps to app store both android and iOS.
- Updating User statistics regarding usage, downloads and user experience. Specially identifying why user stopped using app.
- Help implementing Apple Pay for prescriptions as payment source.
- Power BI reports for management.

08/2018 to 02/2019

### **Alumni Ambassador**

***WMU Alumni Association – Kalamazoo, MI***

- Maintained excellent attendance record, consistently arriving to work on time
- Increased customer satisfaction by resolving donation issues
- Developed team communications and information for team meetings

08/2018 to 01/2019

### **Server**

***WMU Catering – Kalamazoo, MI***

- Collaborated with kitchen team to support order preparation, manage efficient deliveries and minimize customer service issues by verifying meals

06/2018 to 07/2018

### **Project Management Intern**

***Rexel Middle East – Dubai, United Arab Emirates***

- Attended Health Safety and Environmental (HSE) training conducted by Chicago Bridge and Iron (CB&I) (McDermott) for their ongoing plastic factory project in Oman (Sohar)
- Supported project managers in managing schedules and milestones
- Coordinated internal resources and third-party vendors for flawless execution of projects
- Tracked project performance to analyze successful completion of short- and long-term goals
- Identified project scopes, constraints, risks and deadlines

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## **ACCOMPLISHMENTS**

- WMU Racquetball Club E-board 2019-2020 - Media Coordinator
- AUSMUN 2018 - Secretariat of Human Rights Commission
- THIMUN Qatar 2015 - Best Delegate Award in Human Rights Council
- DIFC Stock Market Simulation 2013 - Top 50

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## SKILLS

- AngularJS
- SQL
- HTML5
- Hypertext Preprocessor
- JavaScript
- IT Support
- Web Development
- JQuery
- Java
- Python
- React/React native
- Software Development
- Office 365
- Social Media Marketing