

ALI ALSHOUBAKI

Telecommunications and Electronics
Engineer



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About

An Electronics and Telecommunications Engineer with strong skills in networking and cloud computing, including expertise in Cisco Certified Network Associate (CCNA) and Amazon Web Services (AWS). I am a motivated and detail-oriented professional with a passion for technology and problem-solving, and I am eager to continue learning and growing in my career. I am confident in my ability to make a meaningful contribution to the success of your organization and am excited to utilize my skills and experience to drive positive results.

Education

Al-Hussein Technical University (2022)

Upskilling program on Amazon Web Services (AWS), Business English and soft skills. (300 Hours)

Tafielah Technical University (2020)

*Bachelor's Degree of Electronics
and Communications Engineering*

Experience

Estarta Solutions Feb/2022 - May/2022

Customer Support Engineer / VPN

- Skilled in diagnosing and troubleshooting technical issues, including account setup and network configuration, to ensure timely resolution of customer problems
- Proactive in referencing internal and external resources to provide accurate and reliable technical solutions to customers
- Adept at communicating effectively with clients via phone, email, or chat to understand and resolve issues in a professional manner
- Committed to maintaining accurate and organized documentation of technical knowledge and preparing timely reports to ensure efficient and effective support for customers

Gulf Business Horizon / Riyadh, Saudi Arabia July/2012 - Oct/2021

Site Engineer

- deployment and checking of received materials, including integration of 2G/3G/4G and 5G systems in the field and ensuring basic tests are passed
- Skilled in troubleshooting of external alarms and resolving issues in a timely and effective manner
- Committed to maintaining and managing high quality standards in installation and completing MDT tasks efficiently

Jordan Business Systems / University Training
Sep/2019 - Nov/2019

Server administrator

Work in the installation and maintenance of Lenovo and IBM Servers, In addition to maintenance PCs.

Skills

- Communication skills
 - Time management
 - Team work
 - Decision making
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Training and Courses

Amazon Web Services (AWS)

BY Al-Hussein Technical University and AWS Academy , 180 Hours. (2022)

- AWS Academy Cloud Foundations [9582]
- AWS Academy Cloud Architecting [32501]

Cisco Certified Network Associate CCNA 200-301

BY Cisco Networking Academy, 192 Hours, (2021)

Languages

- English
- Arabic