Almuthanna Shihab

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EXPERIENCE

College of Business Tech, NIU DeKalb, Illinois
IT Support Technician September 2024 - Present
- Provided technical support to students and faculty, troubleshooting hardware, software, and networking issues
- Managed the rental laptop program, overseeing inventory, maintenance, and issue resolution
- Assisted with classroom technology setup and ensure smooth daily operations of the IT support desk
- Collaborated with team members to enhance IT processes and improve user experience within the College of Business

Alpha Baking Co., Inc Chicago, Illinois
Systems Support Analyst May 2024 - August 2024
- Developed and implemented automated processes using Python & SQL that reduced the amount of manual data entry by 40%. This not only streamlined workflows but also significantly increased accuracy and efficiency.
- As a result, the IT Department was able to resolve over 130 technical issues more quickly, leading to improved system performance and enhanced user satisfaction. Additionally, the time saved through automation allowed team members to focus on higher-value tasks, contributing to overall productivity gains and fostering innovation within the department.

Goldfish Swim School St. Charles, Illinois
Deck Supervisor July 2021 - September 2023
- Coached over 1,000 children aged 3 months to 12 years, improving swimming skills and confidence through effective teaching methods, patient instruction, and adaptability.
- Maintained pool safety by enforcing protocols, quickly responding to emergencies, and conducting regular checks, ensuring a secure swimming environment for children
- Supervised and ensured and efficient learning environment by equipping instructors, handling customer inquiries, and overseeing pool deck operations

PROJECTS

FilesMagic Full-Stack Developer | September 2024 - April 2025
- Developed and launched FilesMagic.com, a web-based platform for seamless file format conversions, including Word to PDF, PDF to Word, and image format conversions
- Built the platform using HTML, JavaScript, and Python, ensuring a smooth user interface and backend functionality
- Designed a responsive and user-friendly website that focuses on accessibility and efficiency
- Continuously enhancing the platform with new features and improvements based on user feedback and evolving technologies

HONORS AND AWARDS
- Honors Engagement Award, April 2024
- Dean's List, Fall 2024

CAMPUS LEADERSHIP
- Member, NIU Honors Program, August 2023 - Present
- Secretary, Muslim Student Association, January 2024 - May 2024

EDUCATION

Northern Illinois University DeKalb, Illinois
Bachelor of Science, Computer Science
GPA: **3.6**