

# ALMUTHANNA SHIHAB



Batavia, IL



(630) 338-3403



amshihab99@gmail.com



www.linkedin.com/in/a-shihab

## PROFILE

Through hands-on experience in full-stack development, algorithms, and system design, I'm focused on creating scalable user-friendly applications. My finance minor sharpens my analytical thinking and helps me understand how tech can drive smarter business decisions. I'm currently developing real-world applications like FilesMagic, a file conversion web app, and Fresh Pantry, a smart pantry management app that helps users track food inventory, reduce waste, and discover recipes based on what they have at home.

## EXPERTISE

Full-Stack Development

React & JavaScript

Python & Flask

SQL & Databases

Git & Version Control

HTML5 & CSS3

Financial/Data Analysis

Microsoft Excel & Access

Written & Verbal Communication

Project Management

Team Collaboration

## WORK EXPERIENCE

### IT Support Technician

Sept 2024– May 2025

Northern Illinois University | DeKalb, IL

- Provided technical support to students and faculty, addressing both basic and advanced issues related to hardware, software, and networking
- Managed the rental laptop program, including inventory, tracking, maintenance, and troubleshooting
- Ensured smooth daily operations of the IT support desk, assisting in setting up classroom technology and resolving technical challenges efficiently
- Collaborated with team members to improve processes, enhance user experience, and maintain a high level of service for the College of Business community

### Systems Support Analyst

May 2024 – Aug 2024

Alpha Baking Co., Inc | Chicago, IL

- Developed and implemented automated processes using Python & SQL that reduced the amount of manual entry by 40%
- Streamlined workflows and significantly increased accuracy and efficiency
- Resolved over 130 technical issues, leading to improved system performances and enhanced user satisfaction
- Saved time through automation, allowing team members to focus on higher-value tasks
- Contributed to overall productivity gains and fostered innovation

## EDUCATION

### BACHELORS COMPUTER SCIENCE

Northern Illinois University

2023 – 2026

### Tutor

Jan 2024 – May 2024

Northern Illinois University | DeKalb, IL

- Assisted students across various subjects, enhancing their understanding of key concepts and learning strategies
- Dedicated 70% of the time to tutoring in UBUS110 (Business in Action)
- Guided students in ePortfolio creation and management
- Explained complex ideas clearly using strong communication and interpersonal skills
- Helped students grasp course material, complete assignments, and develop personal study plans

## PROJECTS

### FILESMAGIC | 09/2024-04/2025

- File conversion platform for Word to PDF, PDF to Word, image format conversions and more
- Built using HTML, CSS, JS, and Python, ensuring smooth user interface and backend functionality
- Integrated external APIs & automated processes
- Designed user-friendly and responsive website with focus on improving accessibility and efficiency

### Deck Supervisor

July 2021 – Oct 2023

Goldfish Swim School | St. Charles, IL

- Coached over 1,000 children aged 3 months to 12 years old, 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
- Collaborated with team of instructors and supervisors to organize swim lessons, manage class transitions, and provide real-time feedback to parents, enhancing the overall client experience