

# Anas Al-Sammarraie

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## TECHNICAL SUPPORT SPECIALIST

Experienced Technical Support Specialist with expertise in web development, including HTML and JavaScript. leveraging 3+ years of experience to deliver exceptional service and ensure user success. Dedicated to resolving technical issues, assisting users, and enhancing service quality through effective communication and collaboration. Eager to contribute to mission and growth, while enjoying the perks of a 100% remote work environment and potential for professional advancement.

- Web Development, Computer Science: Proficient in web development and computer science principles.
- Task Execution, Proactive Support: Efficient task execution and proactive support.
- Web Security, Issue Resolution: Expertise in web security and issue resolution.
- AI Service Quality, Ongoing Support: Ensuring AI service quality and continuous support.
- Proficient in Automated Testing, TypeScript, JavaScript (ES6), React.js, React Native, Next.js, HTML5, CSS3,
- Proficient Tailwind CSS for building responsive and visually appealing user interfaces
- Experienced in Ruby on Rails for rapid development of robust web applications.
- Skilled in working with databases including MySQL and PostgreSQL.
- Provided technical support for CMS, ensuring smooth operation and minimizing downtime
- Having expertise in Node.js for building scalable server-side applications, and developing RESTful APIs.

## Technical Skills

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### Technical Knowledge

- Analytical Skills, Effective Communication: Strong analytical skills and effective communication.
- Commitment, Energetic Approach: Committed and energetic in approach.
- Interpersonal Skills, Relationship Building: Excellent interpersonal skills for relationship building.
- Prioritizing, Purposeful Action: Effective prioritization and purposeful action.
- Best Practices, Continuous Improvement: Adherence to best practices and continuous improvement.
- Collaborative, Professional Growth: Collaborative approach for professional growth.
- Proven Track Record, Value Delivery: Proven track record in delivering value.
- Eager To Learn, Support Services: Eagerness to learn and provide support services

## Projects

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- **SUPPLEMENT REGISTER:** Simplify management of supplement stores with a Next.js 13, Prisma, and MySQL-powered application. Efficiently handle inventory, invoices, and daily sales tracking. Utilize AWS S3 bucket for image uploads and RDS PSQL for database management.
- **Vejetree:** successfully encapsulates the brand's essence, offering an enticing and informative experience for visitors. It showcases the product line effectively and ensures a user-friendly journey. This project demonstrates my proficiency in React.js, Redux, PSQL, Bootstrap, MUI, and Framer.
- **Recipe:** Ruby On Rails app user-friendly application, leveraging the power of Bootstrap, gems, Devise, and PSQL.
- **Crypto Blog:** A Next.js web app with Prisma adapter for real-time cryptocurrency data. Engage in community-driven discussions, add predictions, and vote on comments. NextAuth ensures secure authentication. Stay informed and join the crypto community! styled using Tailwind CSS with RDS PSQL deployed on AWS Amplify.

## Professional Experience

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### IT Support Engineer.

July 2017 –November 2023

#### Al-Khora LTD, Amman, Jordan

- Provided prompt and secure IT support, minimizing downtime, and contributing to organizational growth.
- Monitored system performance, implementing measures for optimal functionality and efficiency.
- Led initiatives to boost departmental efficiency by 15%, introducing new processes and technologies.
- Reduced system downtime by 30%, achieving a 99.2% success rate in resolving Level 2 tech support tickets independently.
- Assisted with the implementation of new network technologies. Troubleshoot and resolve network issues. Delivered technical support to Users.

## Volunteer Experience

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### Mentor - Microverse

January 2023 – March 2023

- Proposed improvements to code organization to improve code quality and performance by 20%.
- Handed over advice and tips to 10+ students on how to maintain motivation and longevity.
- Mentored 3 Junior web developers, providing technical support through code reviews.

## Education

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- **Software Engineering** – Baghdad COES University

Baghdad, Iraq

*(Bachelor's 4 years Degree evaluated by WES Canada)*

## Professional Development and Certifications

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- **IT Connections Program** by ACCES Employment.
- **Agility with Scrum Fundamentals** by ICAgile.
- **Full-Stack Development Bootcamp** by Microverse.
- **Certified AWS Cloud Practitioner**

ON, Canada

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Remote, USA

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