Ahmed Dhicis

Web Developer

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Portfolio: https://ahmeddhicis.ca/

Professional Summary

Motivated and detail-oriented Front End Web Developer. Developed highly responsive and user-friendly websites. Proficient in HTML, CSS, JavaScript, and various front-end frameworks. Strong problem-solving skills and a passion for creating visually appealing and intuitive interfaces. Excellent team player and effective communicator.

Skills

- Languages: HTML, CSS, JavaScript
- Version Control: Git, Git Hub
- Terminal
- Responsive Web Design
- SEO Best Practices
- Troubleshooting
- Performance Optimization
- CMS (Wordpress)

- Remote connection and virtual machines
- Networking
- VPNs and proxies
- Software management
- Customer service
- Systems administration
- Web Hosting
- Implementing/managing directory services

Professional Experience

IT Operations Analyst, TD Bank

March 2024 – Present

- Providing technology-based customer service support and conducts first level analysis to resolve end user incidents / issues working with technology groups, to resolve within established timeframes.
- Providing seamless integration of activities and processes, recognizing system interdependencies
- Ensuring change activities are performed on time, minimizing risk to the service/business environment
- Monitoring resources to ensure availability associated with business applications and technology
- Maintaining proficient knowledge of tools, processes, procedures, and resources necessary to assist in problem determination as well as recovery

IT Help Desk Associate, Araale Internet Services

May 2022 - December 2022

- Created support service tickets and used web-based ticketing systems to track and deliver support services.
- Installed, serviced and upgraded over 100 Windows computers.
- Provided PC and mobile support to resolve client issues.
- Troubleshoot tier I technical issues for 15-20 customers per day, diagnose problems, and identify solutions.

Computer Tutor, Araale Internet Cafe

Feb 2021 - Apr 2022

Teaching Computer Applications Courses Offered by the business.
• Assisting customers when they have trouble or questions using computer softwares such as
Microsoft Office, Windows OS, Adobe software and all software's that is used in the cyber cafe.
• Providing services such as copying files using copier machine, printing, downloading
• Computer maintenance and software installation.
• Troubleshoots different kinds of computer programs, hardware and software.
• Maintain cleanliness and orderliness of the place.
• Keeping accurate records of logs and inventories of the shop.
• Time customers of the number of minutes or hours they will use the computer or internet.

Projects

Rock Paper Scissors Game (https://rockpc.netlify.app/)
- Used HTML,CSS, JavaScript to come up with an intuitive, functional and responsive website for my audience to play their favourite game.
- Helped me generate leads that contributed to my job search by showcasing my skills in the web developing realm.

UCL Today Website (https://ucltoday.netlify.app)
- a Sports Blog Website
- Technologies used HTML CSS JavaScript
- Responsive Design achieved users to view the website in their mobile phone

DailyPlanner App (https://dailyplanner8.netlify.app)
- A web app I've developed as a class assignment
- This app help users to schedule their plan for the day
- It can be used as a chrome extension, which means it's rightly accessible in their browser

Education and Certifications

- High School – Haryaan Schools, Somalia
- Google IT Support Professional Certificate, 2023
- Web Development Course – Futuretek Canada