I'm Farid AlMaulaui

Phone: **+420 (605) 383-384**   Email: **faridmaulaui@gmail.com**   Website:

Skills

- Python, C++, C#, HTTP, CSS, Dynamics CRM
- Photography, Photoshop

Projects

MiniMax Tic-Tac-Toe Game - *Link to github*
Sorting Algorithm Visualiser *- Link to Github*
Photography Portfolio *- Link to instagram*

Experience

OCT 2022 - AUG 2023

AT&T, Brno - *Technical Support Specialist*

- Demonstrated analytical thinking and problem-solving skills in resolving challenging situations.
- Capable of explaining complex technical concepts in simple terms to customers with varying levels of expertise. With Comprehensive understanding of the company's products or services, including features, functionalities, and benefits.
- Proficient in diagnosing and resolving technical issues promptly. Demonstrated ability to troubleshoot software and hardware problems effectively.

SEP 2021 - SEP 2022

Syrian EnterPrise and Business Center, Damascus - *Web and CRM Developer*

- Developed a CRM system using Microsoft Dynamics CRM to streamline internal processes and improve customer relationship management. Customized CRM workflows and modules to align with business needs and optimize efficiency. Integrated CRM with other systems and platforms to facilitate seamless data exchange and enhance overall functionality.
- Regularly maintained and updated company website to ensure content accuracy and functionality.

AUG 2020 - APR 2021

Computer Engineering Company , Damascus - *Computer Technician*

- Conducted hardware diagnostics and repairs, including component replacement, memory upgrades, and system optimization, to extend the lifespan of computer systems and maximize performance.
- Implemented firmware upgrades on routers and networking equipment to ensure compatibility with the latest protocols and standards.

Education

SEP 2023 - PRESENT

Charles University, Prague – *Informatics*

SEP 2019 - JUN 2022

AIU, Damascus – *Informatics Engineering*