

Heba Al-Maaitah

Software Engineer | Technical Support & Web Development



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PROFESSIONAL SUMMARY

Software Engineer with hands-on experience in web development and technical support. Skilled in React, Node.js, RESTful APIs, and SQL databases, with practical training in troubleshooting, data validation, and system investigation at Orange. Strong attention to detail, problem-solving mindset, and ability to adapt quickly in technical environments.

TECHNICAL SKILLS

- Frontend: React.js, Next.js, HTML, CSS (Tailwind, Bootstrap)
- Backend: Node.js, Express.js, RESTful APIs
- Databases: Oracle, PostgreSQL, MySQL, MongoDB, Firebase
- Tools: Git/GitHub, Postman, Figma, Trello, Odoo
- Other: API Debugging, SQL Queries, Data Validation, Troubleshooting
- Basic Knowledge: C#, .NET Core

SOFT SKILLS

- Self-Learning
- Attention to Detail
- Critical Thinking
- Teamwork & Collaboration
- Adaptability
- Communication
- problem-solving
- Time Management

EXPERIENCE

Customer Management Analyst Trainee - Orange

June 2025 – Present

- Worked within the Customer Management department on enterprise systems (ECRM, CNS, OPC, Tikram, BDT, Pointing).
- Handled application issues, data corrections, and system investigations, strengthening troubleshooting skills for technical support roles.
- Queried, analyzed, and updated customer records using Oracle Toad, supporting 10+ daily operational requests.
- Verified customer data and service status, contributing to improved data accuracy and service delivery.

Orange Coding Academy Trainee - Orange

Dec 2024 – June 2025

- Developed responsive UIs (React, Tailwind) and REST APIs (Node.js, Express)
- Managed SQL (MySQL, PostgreSQL, Oracle) and NoSQL (MongoDB, Firebase) databases;
- Built 10+ web projects applying technical and agile practices.
- Worked in Scrum teams, using GitHub, Figma, Trello, and VS Code for efficient workflow.

PROJECTS

BADER Platform

A full-stack platform enabling communities to report local issues and organize volunteer efforts.

Tools: Next.js, React.js, Tailwind CSS, MongoDB, Figma, Trello

EDUCATION

Coding Academy by Orange - Zarqa, Jordan

Dec 2024 - June 2025

- Intensive course in Full-Stack Web Development in collaboration with Simplon.co and Princess Sumaya University for Technology (PSUT)

Al-Hussein Bin Talal University - Maan, Jordan

Feb 2021 - Oct 2024

- B.Sc. in Software Engineering – Very Good Grade

CERTIFICATIONS

- Full-Stack Web Development Training - Coding Academy by Orange

June 2025

- SQL (Intermediate) - HackerRank

Nov 2025

VOLUNTARY EXPERIENCE

- Member of the Public Relations Unit – Association of Energy Engineers (AEE)
- Member of IEEE – Participated in conferences and outreach initiatives



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