

Hafiz Muhammad Salman Saleem

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LinkedIn: <https://www.linkedin.com/in/hafiz-muhammad-salman-saleem/>

Github: <https://github.com/hmsalmans> |

Portfolio: <https://hmsalmans.github.io/Portfolio>

Above Two years' experience in IT field alongside a few certifications from well-known institutions.

7+ years' experience as a customer service agent with United Airlines

A certificate holder of

George Washington University in **Full Stack Development,**
AWS Cloud Practitioner,
CompTIA A plus,
CompTIA Security+
ServiceNow

with previous seven years' experience of airline industries to solve customer related problems.

TECHNICAL EXPERIENCE

Graduated from George Washington University in Full Stack Development. Worked on multiple projects and developed many applications individually as well as with teammates. (Please see the GitHub link). Received CompTIA certifications on Security+ and A+ and Certified cloud practitioner certificate by AWS.

Trained and worked on ServiceNow platform and configured applications using service-now tool used in ITIL management. Also worked on troubleshooting related to Windows 10 problems as well as macOS.

WORK EXPERIENCE

June 2020-Feb 2021

Code Ninja

Worked for Code Ninja in Sterling VA as an AWS Technician/ServiceNow technical consultant where I learned trouble shooting and AWS cloud practices. During my work there, passed AWS Cloud Practitioner exam after few more months of study. Worked was focused on Lambda functions, automation of development through CI/CD pipeline and code reviews.

Created service tickets with clear and thorough documentation and provided first level troubleshooting and problem resolution, Patch Management, User Account administration including DNS, DHCP, IP addressing and Understanding of Network fundamentals Windows Server.

April 2014-Current

United Airlines

Have been working as a part time customer service agent at IAD airport Washington DC. Learned Excellent Interpersonal skills, documentational skills, communicational skill, critical thinking, team work to achieve customer satisfaction.

EDUCATION/Certifications

Certificate in Full Stack Web Development: George Washington University, Washington, DC.

Certificate of Cloud Practitioner

CompTIA A plus

CompTIA Security+

ServiceNow

Master's degree in Agricultural Entomology: University of Agriculture Faisalabad, Pakistan

PROJECTS

GameOn https://github.com/jaboyd0/game_on (Github)

<https://gameon123.herokuapp.com> (Deployed Link)

- A meetup application for outdoor sports activities which connects people of similar interests. It has a chat feature which lets users communicate so they can plan sporting events.
- I worked on the back-end side of the development which included controller, models, setting up backend routings and database seed file and server technologies.
- The MERN stack is used which utilized React, Express, Node and MongoDB database.

Let's Run

<https://github.com/johncosper/Project-1> (Github)

<https://hmsalmans.github.io/Portfolio/project/index.html> (Deployed Link)

- Application is built for runners to provide all necessary information for a run. The user can check the weather, play music of his kind and calculate distance alongside available routes.
- JavaScript, CSS Foundation, Open Weather Api, Deezer Api and Google Maps technologies.

Lrn It.

<https://github.com/uxhawk/project-2> (Github)

<https://fathomlessbasin-48742.herokuapp.com/> (Deployed Link)

- *This app is for people interested in learning different languages. Users can create their account and start learning different languages and their progress is saved in the form of word cards.*
- *MySQL, Node, Sequelize, Charts.js, and Bootstrap are the technologies mainly used in this app.*