**Qualifications**

* Analytical and innovative professional with logical and critical thinking skills
* Passionate about data integrity, data analysis, and working with numbers where it requires accuracy and attention to details
* Passionate about software, as I have hands-on experience in many engineering software and always love to learn new software
* Love to learn about different industries, specifically the supply chain or where I can be a part of management and development of processes and solutions
* Resourceful ISTQB Certified Software Tester offering experience performing manual & automated testing
* Ability to perform requirement analysis and test plan preparation, and to write test scenarios and test cases, and develop software testing plans
* Offering strong technical troubleshooting skills; able to ensure the provision of high-quality software
* Strong research skills; offers 2+ years of experience conducting quantitative and qualitative research
* Strong team work skills; able to collaborate with team members and other stakeholders (with varying levels of technical proficiency) to ensure attainment of key objectives
* Detail-oriented and quality/process driven demonstrated ability to deliver exceptional work within tight deadlines

**Technical Skills**

* Hands-on experience in LabVIEW, MATLAB Simulink Box, Multisim, Microview, ImageJ, AutoCAD, HTML5, CSS, JQuery, JavaScript, Website Development, WordPress, Photoshop CS6, React, Ruby, SQL Server
* Proficient in Word, Excel, Access, Outlook, PowerPoint
* Hands-on experience in software testing, defect and bug tracking, and test documentation and analysis
* Experience with oscilloscopes, digital multimeter, etc., signal and image processing, and electronic circuits

**Work Experience**

**Data Integrity Specialist,** The Career Foundation - Toronto **Nov 2017 – Present**

*The Career Foundation provides employment services to job seekers and employers across the GTA.*

* My position combines data integrity responsibilities along with data analysis responsibilities
* Assess database reports, monitored progress of programs and cross-referenced statistics with internal trackers in order to support program reporting requirements
* Served as an in-house database expert and provided direct support to the Hub Manager on a regular basis
* Report to Hub Manager on program statistics, expenditures and budgets, and progress towards program targets for 3 different programs
* Audit and analyze data and create reports and visualizations (such as charts) using Power BI tool
* Update data in the database
* Review data and advise management of discrepancies and concerns when reviewing program reports, provided feedback and identified trends in data
* Identify, track down, and correct the discrepancies found in the reports
* Assists staff in troubleshooting technical issues, as needed

**Carrier Specialist & Technical Support – Team Lead,** Babatel Digital Telecom Inc.-Toronto **Feb 2015 – Jul 2017**

*Babatel is an established Canadian based Telecomm and Long-Distance service provider.(Layoff- Downsizing)*

* Acted as team lead, providing support with interviewing and training new hires, assigning staff with specific tasks, and resolving escalated calls
* Provided high level technical support to resolve customer issues by communicating with carriers, conducting carrier evaluations, and troubleshooting open tickets
* Utilized advanced software to route calls, and process carrier performance reports
* Configured internet modems and routers (e.g. Tenda and Linksys) and resolved technical issues for home phone and internet (VM, dropped calls, feature issues, Wi-Fi issues)

**Internship Experience**

**Sales Engineer – Medical Devices,** E.H International Group - Jordan **Oct 2013 – Jan 2015**

*E.H International Group specializes in Medical Equipment Sales and Maintenance.*

* Leveraged strong knowledge of biomedical equipment (ultrasound devices and dental chairs) to effectively market products in alignment with healthcare providers needs
* Delivered presentations, demonstrations, and product trainings for customers and end-users to explain effective medical device operation
* Developed and executed sales strategies and marketing plans to increase sales
* Developed a new plan to provide maintenance services for sales of newly refurbished devices, including the creation of a web portal for customer satisfaction
* Handled new customer requests for quotes, and acted as a final negotiator responsible for closing and negotiating deals with customers
* Advised customers on utilizing and maintaining equipment

**Biomedical Engineer – Trainee on Devices Repair,** Al Khalidi Hospital & Medical Center - Jordan **Nov 2009 – May 2010**

* Received training on performing repairs on medical equipment including lab, diagnostic, and electronic medical equipment

**Education & Training**

**Full Stack Web Development,** Lighthouse Labs  **2022**

**Web Development Certificate,** Edureka  **2019**

* Website using HTML and CSS: <http://diligentrust.com/>
* Website using HTML and CSS: <http://superfoodmart.ca/>

**ISTQB Certificate,** The Canadian Software Testing Board **2018**

**MASc. Engineering Physics**, McMaster University **-** GPA 3.3  **2013**

* Earned the Jordan Education for Women Empowerment and Learning Society full scholarship (JEWELS scholarship)
* **Thesis:** Ultrashort Laser Ablation of Cortical Bone: Literature Review and Experimental Evaluation
* **Publications:**

1. Qiyin Fang, Ran An, Ghadeer Khader, Emilia Wilk, Harold K. Haugen, Gregory R. Wohl, Brett Dunlop, Mehran Anvari. “Ultrafast laser ablation and machining of bone”. Proceedings of the SPIE conference 2013,San Francisco
2. Ran An, Ghadeer Khadar, Emilia Wilk, Brent Emigh, Harold K. Haugen, Gregory R. Wohl, Brett Dunlop, Mehran Anvari, Qiyin Fang. “Ultrafast laser ablation and machining large size structures on porcine bone”. J. Biomed. Opt. 18 (7), 2013

**BSc. Biomedical Engineering,** Hashemite University **–** GPA 3.48  **2010**

* Earned the Jordan Phosphate Mining Company full scholarship (JPMC scholarship)
* **Thesis:** Knee Disorder Diagnosis System: Angle Measurement Using Magnetic Sensor– Team Leader

**Volunteering Activities**

**Receptionist and Resident Support,** Veterans Center, Sunnybrook Hospital **Jul 2017 – Mar 2018**

* Promoted a welcoming and friendly environment for facility residents and visitors
* Provided directions and information to visitors and assisted residents using the computer lab
* Transported residents in wheelchairs to programs and medical appointments within the center and hospital

**Research Assistant,** United Nations **Feb 2017 – Jan 2018**

* Supported the [United Nations Department of Economic and Social Affairs (UN DESA)](https://www.un.org/development/desa/en/) to process research surveys carried out across UN Member States for the [UN E-Government Survey](https://publicadministration.un.org/egovkb/en-us/reports/un-e-government-survey-2016)
* Performed data collection of research surveys and contributed to the analysis of national-level government portals

**Administrator & Education Coordinator,** JEWELS **Jun 2012 – Jan 2015**

* Contributed to the success of the Jordan Education for Women Empowerment and Learning Society by coordinating internal and external relationships for the board members, and developing and overseeing volunteer programs for students
* Attended meetings with the Canadian ambassador and McMaster team on behalf of the board to enhance JEWELS’ development