

# Ibrahim Abd Alwahab

IT Engineer

## EXPERIENCE

### IT Engineer

Infinity service and

01/2021 - Present

- Provided technical support to clients following ITIL standards and processes.
- Researched and analysed client's issues to provide permanent solutions.
- Maintained various PC hardware, installed operating systems, configured servers, and worked on the development

and implementation of new processes and procedures to increase the quality and efficiency of customer service of the center.

- Assisted in computer hardware and accessories procurement for local users by working with HQ IT and the local office management.
- Configured and troubleshooted call center software FreePBX and configured ip phones for all center branches.
- Managed server room and configured cisco routers and switches according to adopted topology.
- Installed and maintained DVR and NVR systems, replaced analogue cameras with new ip cameras for our center.
- Provided hardware and software support for government applications: Tas-heel, Emirates ID, echannel etc. used at our center.

### Android Developer

amb project management

08/2020 - 01/2021

Responsible for user interface design and programming

### Android Developer

Ldaya

06/2016 - 08/2019

Involved in all aspects of the Android app life cycle from research and planning to deployment and post-launch support.

Devised all documentation for each app, detailing all aspects, functions, capabilities and features.

Provided dedicated support and timely issue resolution to clients following successful app launch.

Responsible for creative design for prominent Sudapharm.

## EDUCATION

It

alnaser technical College

2020

bachelor

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abu dhabi, United Arab Emirates

## SUMMARY

I am an IT Engineer, A detail-oriented professional with a passion for service in the information technology industry. Skilled in a wide range of desktop applications, their uses, and how to maintain and repair them. An expert interpersonal communicator who is not satisfied until the customer is satisfied. also have experience in developing mobile applications, I worked on several projects, some on an individual basis and others with a team. I have a good knowledge of Android SDK, flutter, java, dart, PHP, HTML, CSS design patterns, user interface, and user experience. Additionally, I have experience in database management and frameworks such as MySQL, SQLite and Firebase.

## SKILLS

Technecal support  
troubleshooting

Android

Android Studio

Dart

flutter

Java

Php

Slimeframework

css

html

ux

UI

XML

Design pattern

MVVM

MVP

MySql

Sqlite

## LANGUAGES

arabic

english