

OMAR DAHMASH

- Irvine, CA
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SUMMARY:

- Great knowledge of :
 - Computer Science applied to JavaScript
 - Databases (MySQL, MongoDB)
 - Server Side Development (MERN Stack, Progressive Web Applications)
 - Browser Based Technologies (HTML5, CSS, JavaScript, jQuery, Bootstrap)
 - Deployment/Command-Line Fundamentals (Heroku, Git)
 - API Interaction (API, JSON, AJAX)
 - Quality Assurance (Unit Testing, Linting, Continuous Integration)
- Self motivated, initiative, high level of energy. And quick learner.
- Comfortable with Windows and Mac operating systems.

LANGUAGES:

- Arabic (Native)
- English (Fluent)

EDUCATION:

University of California San Diego, May 2021

Coding Full-Stack bootcamp

California University of Management and Sciences, Anaheim, CA September, 2013

Master of Science in Computer Information Systems

Al-Zaytoonah University of Jordan, Amman, Jordan September, 2011

Bachelor in Management Information Systems

EXPERIENCE:

Nextgen Wireless Solution

Mar 2019 - Apr 2019

Drive Test Engineer

- Performed Data collection on CDMA, LTE 3G and 4G
- Experience in data networking concepts and protocols (IP, PPP, TCP)
- System performance drive tests including cell site shakedown/ verification, cluster, market benchmark drive tests

Sunlight Concepts. Santa Clara, CA

Feb15 - Jan16

Customer Service Representative

- Worked on customers' database to get insights and generated reports on a weekly, monthly, and quarterly basis.
- Promoted the company products and services to customers.
- Responsible for providing customer service assistance to English and Arabic speaking customers.
- Responding promptly to customers inquiries in person or via telephone or e-mail in a professional and efficient manner.
- Worked on ACT, Excel and QuickBooks.
- Prospecting for sales leads.

Eastern Accounts. Brookfield, CT

Jan14 – Jan15

Customer Service Representative.

- Worked on a call center where I was taking inbound and outbound calls, about 60 calls a day.
- Responsible for providing customer service assistance to English and Arabic speaking customers.
- Gained experience on de-escalating calls and engaging with the customer while driving the phone call.

eDoc Publish Inc. Tustin, CA

Mar12 - Jan14

Business Process Optimizer

- Compiled customers on Infusion-soft CRM software and prepared invoices on QuickBooks.
- Maintained up-to-date paper and computer based files and administrative systems.
- Processing orders, forms, applications and request for information.
- Helped creating a new website using Word Press.
- Designed calendar books and photo books.
- Involved in Customer Relationship Management.

Morey's Piers. Wildwood, NJ

Jun09 - Sep10

Area Supervisor.

- Started as games operator and was promoted to a supervisor.
- Trained and supervised about 30 employees in charge of games operating and daily schedule and cash handling.