

# Ahmed Abdulkarim

## Support Engineer

A motivated engineer, who is driven to build impactful applications and is skilled at understanding and efficiently resolving technical issues as they arise, seeking new opportunities as a software engineer

### Experience

2019 - present	<b>Support Engineer</b> <i>Infosys</i> Collaborate with Dynamics 365 developers to identify, mitigate, and resolve Dynamics 365 and Office Product bugs <b>Projects:</b> <ul style="list-style-type: none"><li><u>Reimbursement Application</u>: Created a model-driven app enabling employees to submit reimbursement request that managers can review and approve</li><li><u>Insurance Policy and Claims</u>: Operated as team lead, to build an application that allowed customers to apply for an insurance policy and submit claims</li><li><u>Mortgage Application</u>: Working in a team of 15, created an application where contacts can apply for a mortgage, make payments, and submit cases</li></ul>
2017 - 2019	<b>Product Specialist</b> <i>CornerstoneOnDemand - CSOD</i> Provide functional and technical software application support to clients <b>Projects:</b> <ul style="list-style-type: none"><li>Talkdesk: Provided feedback on the implementation of a new VOIP service</li><li>Salesforce Lightening: Worked closely with 3rd party implementation team, internal operations team, and fellow specialist to ensure the new service was fully operational for service specialist, clients, and management teams by identifying multiple defects and design gaps during the testing phase</li><li>Salesforce Knowledge Base: Provided valuable feedback and insight on how the new knowledge base can be optimized to aide specialist in their day to day operations and ensure clients have access to valuable knowledge</li></ul> <b>Achievements:</b> <ul style="list-style-type: none"><li>Became fully certified in the full <i>CSOD</i> product suite in record time</li><li>Created, updated, and contributed over 250+ articles to the knowledge base(nearly 1/3 of knowledge base)</li><li>Optimized how to swiftly identify issues and defects with the product</li></ul>
2016	<b>IT Help Desk</b> <i>Mibura</i> Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware

### Personal Projects

- Tome Review - A Flask application that allow users to review books - Live Site: [tomereview.herokuapp.com](https://tomereview.herokuapp.com)**
- Consumes the GoodReads API to display reviews from GoodRead
  - Created an API allowing developers to access reviews made on tomereview
- Guild App - A MERN stack UI concept app of a guild based social media platform - Live Site: [theguildapp.herokuapp.com](https://theguildapp.herokuapp.com)**
- Users can view their profile, manage their messages, interact with guilds they are members of, and admins can view other users and guilds
  - Utilized the Comic Vine API for data displayed

### Education

2016	<b>General Assembly</b> Web Development Immersive
2012	<b>University of California at Los Angeles (UCLA)</b> Bachelors of Science, Chemistry, Spring 2012

### Contact Info

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[linkedin.com/in/aabdulkarim](https://www.linkedin.com/in/aabdulkarim)
- Portfolio**  
[quipcode.github.io](https://quipcode.github.io)

### Skills

- Troubleshooting Skills
- Analytical Skills
- Dynamics 365 CRM
- Plugins & Custom Workflows
- Integrations
- Javascript
- C#
- Python
- HTML/CSS
- SQL
- PSQL
- NodeJS
- Express
- React
- Redux
- MongoDB