

Ahmed Abdulkarim

310.945.7998 | abdulkarim8ahmed@gmail.com

LinkedIn: [linkedin.com/in/aabdulkarim](https://www.linkedin.com/in/aabdulkarim)

GitHub: github.com/quipcode

Portfolio: quipcode.github.io

TECHNICAL SKILLS

- **Proficient:** C#, ASP.NET, JavaScript, React, Node.js, Express, SQL, PostgreSQL, MongoDB, Firebase, Heroku, Azure(Blob storage, functions), jQuery, HTML5, CSS3, D365, SFDC, Salesforce, CSOD, Git
- **Exposure:** Java, Ruby on Rails, Python, Flask, AngularJS, SSRS, ERP, AWS

WORK EXPERIENCE

Infosys | Support Engineer | Seattle, WA

Aug 2019 - Present

- Developed Kalimata, an insurance management system built as a Microsoft Dynamics 365 application where users can create insurance policies and submit claims using C#, ASP.NET, JavaScript, XML, and MS SQL Server.
- Extended C# Dynamics 365 insurance application by writing 5+ plugins to calculate policy cost, handle claim creation, and assignment, building custom workflow to call external API and update currency exchange rates.
- Led team of 4 developers, scheduling regular standups and code reviews using project management tools (Trello) Trello and managing collaborated codebase via Github, ensuring project released on time.
- Engineered mortgage application management system for potential new homebuyers as demo pitch to potential client utilizing C#, ASP.NET, JavaScript, XML, and MS SQL Server.
- Mitigated and resolved multiple client issues and go-live blockers by analyzing CRM application architecture, source code, interface, and integrated application components to identify and resolve issues and bugs.

Cornerstone OnDemand (CSOD) | Product Specialist | Los Angeles, CA

Aug 2017 - Aug 2019

- Deployed Salesforce Knowledge Base, ensuring optimal keyword search, confirmed images and resources embedding, and streamlined the article edit and submission process using JavaScript.
- Wrote more than 250 articles on technical and functional documentation for CSOD product (nearly 33% of entire knowledge base).
- Improved product specialist average time to case closure from days to hours, enabling clients to learn and resolve their own issues, abating overall case submission by 20%.
- Implemented Salesforce Lightning CRM, ensuring tailored implementation to business needs, and identified 25+ defects, enabling company to review implementation contract saving over \$10,000.
- Implemented new VOIP service reducing call queue volume by 40%, reducing call wait time to less than 3 min.
- Provided functional and technical support by understanding product and efficiently troubleshooting issues; resolved over 100 cases weekly, mitigating defects and providing solutions.

EDUCATION

University of California Los Angeles, Bachelors of Science in Chemistry

General Assembly, Web Development Immersive bootcamp

PROJECT WORK

HealthCareCosts | Software Engineer | [github](https://github.com)

Apr 2020 - May 2020

Platform enabling users to view costs of medical operations across the country.

- Created full stack application utilizing JavaScript, React, Node.js, and MongoDB, ensuring seamless UI with dynamically visualized and updated data, enabling users to easily compare costs.

Tome-Review | Software Engineer | tomereview.herokuapp.com | [github](https://github.com)

May 2020

Online ratings tool allowing users to view and provide ratings on books and view ratings seen on Goodreads.

- Developed web-based platform utilizing Python 3, Flask, SQLAlchemy, HTML5, and CSS3, allowing users to view reviews from all users.

Code Session | Software Engineer | codesession-96b21.web.app | [github](https://github.com)

Jun 2020

Collaborative coding editing tools where developers can write code in tandem.

- Built code editor with JavaScript and React, leveraging Firebase realtime database and the Ace editor to allow multiple users to simultaneously edit code.