

# Ahmed Abdulkarim

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

GitHub: [github.com/quipcode](https://github.com/quipcode)

Portfolio: [quipcode.github.io](https://quipcode.github.io)

## TECHNICAL SKILLS

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- **Proficient:** JavaScript, Reactjs, C#, ASP.Net, Node.js, Express, SQL, PostgreSQL, SQLite, XML, MongoDB, Firebase, Git, Heroku, AWS, jQuery, HTML5, CSS3, JIRA, Zendesk, D365, Salesforce, CRMs, CSOD,
- **Exposure:** Java, Ruby, Rails, Python, Flask, Angular, Azure, SSRS, ERPs, Trello

## WORK EXPERIENCE

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### Infosys | Support Engineer | Greater Seattle Area

Aug 2019 - Present

- Developed Microsoft Dynamics 365 components including plugins, workflows, dialogs, & web resources utilizing C#, ASP.NET, MS SQL Server, Javascript, ReactJS, XML, SOAP|REST, on teams of 4-15 members
- 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

### CornerstoneOnDemand(CSOD) | Product Specialist | Greater Los Angeles Area

Aug 2017 - Aug 2019

- Deployed Salesforce Knowledge Base. Ensured optimal keyword search, confirmed images/resources embedding, streamlined the article edit and submission process. Wrote over 250+ knowledge articles on the CSOD product(nearly 1/3 of knowledge base). Improving 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, ensured implementation was tailored to business needs, identified over 25 defects, flagged significant design gaps, recommended addition of missing key features, 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 < 3 min
- Provided functional and technical support by masterfully understanding the product and efficiently troubleshooting issues. Resolved over 100 cases weekly, mitigated defects and provided solutions

## EDUCATION

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### Bachelors of Science, University of California Los Angeles

June 2012

## PROJECT WORK

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### Kalimata - Insurance Management System | Lead Software Engineer | [Code URL](#)

2019

A custom Microsoft Dynamics 365 application where users can create insurance policy and submit claims

- As team lead, scheduled regular meetings and code review using project management tool Trello and managing collaborated codebase via Github, ensured fully functional application was delivered on time
- Extended Dynamics 365 insurance application by writing over 5 plugins to calculate policy cost, manage claim creation and assignment. Created custom workflow to call external API and update currency exchange rates

### HealthCareCosts | Software Engineer | [Deploy URL](#) | [Code URL](#)

2020

A MERN full stack app that enables user to view cost of medical operations across country

- Created full stack application, utilizing MongoDB, Express, React, and Node to ensure seamless UI with dynamically visualized and updated data enabling users to compare medical operation costs across country

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

2020

A web app that allows users to view and provide ratings on books and view ratings seen on Goodreads

- Built a web application, utilizing Python3, Flask framework, SQLAlchemy, HTML5, CSS3, Bootstrap, enabling user to view their personal reviews and that of others

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

2020

A platform that allows users to edit code together

- A React web application, utilizing Firebase realtime database and the Ace editor to allow multiple users to simultaneously edit code