

Ahmed Abdulkarim

Product Specialist

A motivated, high quality performing Product Specialist, who is skilled in understanding and efficiently resolving technical issues to meet client satisfaction and business deadlines. Seeking to join IBM as a Hardware Technician to work with internal teams in designing, building, and optimizing features and products to be utilized by clients.

Experience

Aug 2017 - present	Product Specialist <i>CornerstoneOnDemand - CSOD</i> Provide functional and technical software application support to clients Recent Projects: <ul style="list-style-type: none">Talkdesk: Provided feedback on the implementation of a new VOIP serviceSalesforce 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 phaseSalesforce 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 Achievements: <ul style="list-style-type: none">Became fully certified in the full <i>CSOD</i> product suite in record timeCreated, updated, and contributed over 250+ articles to the knowledge base(nearly 1/3 of knowledge base)Optimized how to swiftly identify issues and defects with the product
Feb 2017 - Aug 2017	Field Technician <i>Spectrum</i> Performed cable installation, reconnects, and upgrades for customers who seek internet, video, and phone services
Jun 2016 - Feb 2017	IT Help Desk <i>Mibura</i> Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
Aug 2014 - Feb 2015	Drilling Fluids Specialist <i>M-I SWACO A Schlumberger Company</i> Maintained drilling fluid properties via chemical and physical treatment as dictated by the operator/mud program. Submitted complete, accurate and informative daily Drilling Fluid Reports and well summaries to the client and company stakeholders
May 2013 - Aug 2014	Chemist <i>Pharmavite</i> Performed physical and chemical analyses of raw materials, finished products, stability and special samples using wet chemical and major instrumentation such as NIR, FTIR, UV-Visible, GC, UPLC and HPLC
Sep 2012 - Mar 2013	Lab Technician <i>Micro Quality Labs, INC</i> Executed routine Quality Control tests completing them per method guidelines and within business deadline

Education

2016	General Assembly Web Development Immersive
Sep 2010 - Jun 2012	University of California at Los Angeles (UCLA) Bachelors of Science, Chemistry, Spring 2012

Contact Info

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Skills

Troubleshooting Skills	<div><div></div><div></div><div></div><div></div><div></div></div> Expert
Analytical Skills	<div><div></div><div></div><div></div><div></div><div></div></div> Expert
Javascript	<div><div></div><div></div><div></div><div></div><div></div></div> Advanced
HTML	<div><div></div><div></div><div></div><div></div><div></div></div> Intermediate
CSS	<div><div></div><div></div><div></div><div></div><div></div></div> Intermediate
Integrations	<div><div></div><div></div><div></div><div></div><div></div></div> Intermediate
SQL	<div><div></div><div></div><div></div><div></div><div></div></div> Intermediate