Saddam Al-Zamzami

Behind The Modern German Hospital, Sana'a, Yemen
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Objective

Currently seeking IT officer position with NGO.

Education and Qualifications

2018   Bachelor degree of Information Technology
Sana'a University
Yemen

2015   Information Systems IS
Sana'a University
Yemen

Career Summary

2018- Present   **Programming Developer**
Engaze Soft company for Information Technology in programming
Sana'a, Yemen

Key Achievements

- Trader system using C# and SQL Server DB until now I work on it . An information system for payroll and HR of the Yemen Geological Survey Board and Mineral Resources done as graduation project
- Program that implement Famous FP-Growth Algorithm using C# and SQL Server
- Two E-Commerce Websites using PHP.
- Inventory Management Application using C# and SQL Server DB.
- Sales System using C# and SQL Server DB
- Dynamic websites worked with admin control panel

Responsibilities

- Develop and implement new software programs
- Maintain and improve the performance of existing software
- Clearly and regularly communicate with management and technical support colleagues
- Design and update software database
- Test and maintain software products to ensure strong functionality and optimization
- Recommend improvements to existing software programs as necessary
- Work with developers to design algorithms and flowcharts
- Produce clean, efficient code based on specifications
- Integrate software components and third-party program
- Verify and deploy programs and systems
- Troubleshoot, debug and upgrade existing software
- Gather and evaluate user feedback

2018- 2019   **Technical support**
Engaze Soft company for Information Technology in programming
Sana'a, Yemen

From 2019- Present   Work as Web Developer and desktop application in C#

Key Achievements

- Innovative and articulate technical support professional of work history working in help desk, IT support and networking environment.
- Proficient with network hardware such as hubs, routers, servers and cabling.
- strong knowledge of support desk software and ticket tracking systems.
- Excellent communicator, capable of explaining complex technical issues quickly and easily, ensuring timely resolution

of problems.
- Install, configure and maintain software applications, operating systems, administration and network monitoring.
- Diagnose and repair internet service. LAN networks, wireless and email failures.

Responsibilities
- Walk customers through the process of installing the software on their machines and starting up the program for the first time
- Help customers troubleshoot issues they encounter while using the software and provide actionable tips to resolve the problem
- Send technical documentation to customers who have lost or misplaced theirs
- Refer difficult cases to a senior analyst or support tech
- Assume remote control over customers' computers when necessary to resolve problems
- Make hardware recommendations for customers whose machines cannot support the software

Professional Training

- Center of Information System in the Yemeni Public Telecommunication Corporation (10-05-2019)
- Networks in CCNA1 in the General Institute of Telecommunications (4-05-2019)
- Training course in the Institute of Accountants Training Auditors at the Yemeni Association for Certified Public Accountants About the review and auditing of exchange companies and offices and the ability of the accounting systems to meet the requirements of the Central Bank of Yemen and the Chartered Accountant (14-10-2019)

Further Skills

IT Proficiency: Experience in SQL Server /T-SQL.
Experience C# programming language.
Working knowledge of C, C++.
Working knowledge in web environment (PHP, JS, CSS, HTML)
Working knowledge in web environment (Laravel, JS, CSS, HTML)
Working knowledge in web environment (WordPress)
Web Developer via Laravel CodeIgniter framework, JavaScript
Troubleshoot and Debug Issues.
Experience working with Linux, Windows, Windows Server.
Design and Create reports by Crystal Report.
Working knowledge with ODOO ERP systems.
Design and implement Database structures.
Knowledge in web service

Languages: Arabic (Native), English (Very Good)

Further Skills

- Familiarized with and committed to humanitarian principles, humanitarian standards and accountability initiatives.
- Experience managing humanitarian programs, and an understanding of relevant issues, especially in a conflict setting.
- Proficient in collecting data.
- Skilled in presenting technical and abstract concepts in a clear and concise way.
- Strong leadership skills able to prioritize, delegate tasks and make decisions.
- Team training and management.
- Good planning skills, interpersonal and communication skills.
- Excellent Analysis and summarizing incoming data from various sources and creating useful reports.
- Persuasive, technical, and instructional writer.
- Ability to manage stress, work under pressure, and problem solve.
- Enthusiasm to learn and apply new skills.
- Participate in many scientific trips and cultural forums.