

## Ali Oudah

+965 99174508 | alialoudah5@gmail.com

### Professional Summary

Lead Technical Coordinator and IT student with hands-on experience in CRM/ERP systems, digital platforms, workflow automation, and technical operations support.

### Work Experience

#### Lead Technical Coordinator – Aafaq Publishing & Distribution Company

2025 – Present | Kuwait

- Maintain and optimize Zoho CRM, ERP, and the internal ticketing system.
- Monitor tickets, resolve customer issues, and support daily digital operations.
- Manage company e-commerce platforms including product listings, catalog setup, and inventory synchronization.
- Ensure accurate data, workflow stability, and consistent system performance across departments.
- Assist with reporting, digital marketing tasks, and platform updates.
- Develop custom e-commerce applications from scratch to automate workflows and extend system functionality.

#### Student Mentor – Cybersecurity | CODED Youth Program

Mar 2025 – Apr 2025 | Kuwait University

- Mentored students in Python and JavaScript.
- Organized weekly sessions and created digital learning resources.
- Encouraged collaboration and peer learning.

#### IT Technical Support Specialist | Ticketmaster – Gulf Cup Tournament

Dec 2024 – Jan 2025 | Kuwait City

- Provided on-site IT support for ticketing platforms and mobile applications.
- Resolved technical issues during large-scale events.
- Supported ticket security and fraud-prevention processes.

#### Sales Assistant | Family Perfume Business

2020 – 2024 | Kuwait

- Supported sales operations and customer engagement at exhibitions and events.
- Assisted with booth setup and product promotion.

### Education

#### Bachelor of Information Technology (In Progress) – Arab Open University (2024–Present)

Coursework: Python, Java, JavaScript, Networking, Cybersecurity, IT Project Management.

### Technical Skills

**Programming:** Python, Java, JavaScript

**Systems:** CRM & ERP Administration, Workflow Automation

**IT Support:** Troubleshooting, Ticketing Systems, Application Support

**Tools:** Zoho CRM, Zoho ERP, Office 365, Google Workspace

**Soft Skills:** Leadership, Problem-Solving, Communication, Teamwork