



# Ali Ahmad Shebl

Information Technology Engineer

## ABOUT ME

CompTIA Security+ Certified Action-oriented IT Engineer offering years of relevant experience and pro-active approach. AOU graduate with a B.Sc. degree in Computer and Information Technology, excellent analytical skills, and demonstrated ability to solve complex IT technical problems.

## SUMMARY OF QUALIFICATIONS

- Possess excellent analytical, troubleshooting, and communication skills.
- Demonstrated skills in developing and implementing technological solutions
- Expertise in software configuration, and the testing/ repair of various hardware applications.
- Team player with a reputation for providing excellent user service and the tenacity to work with demanding clientele.
- Strong ability to analyze, evaluate and diagnose technical problems such as installations and configuration.

**AREAS OF EXPERTISE:** Technical support - Odoo ERP system - Training - Network & servers - Jira - Asana - Communication skills - Enterprise systems - Software installation

## WORKING EXPERIENCE

### Technical Engineer AT | IFF | 2018 - Present

- Control workflow from client buying a machine to get trained by one of our trainers to receive all technical material
- Diagnose mechanical, software, hardware and systems failures through established procedures
- Execute resolutions to problems and follow standard practices
- Configure all technical issues for machines and develop troubleshooting tips and tools to use in diagnosis
- Operate industrial machines (3d Printers, Laser Engravers, CNC Milling, Etc) and train our team
- Manage maintenance department how orders come to our store and handle them
- Train our employees on any new technologies and ERP system
- Reach out to suppliers all over the world to close deals and have a partnership.

**Instructor** - Individual training for clients with the specialist course (3D designing, printing, architect, and prospective)

- Workshops Courses

**Sales** - Close deals from a technical perspective, and sold many machines for VIP clients

### Technical Engineer At | 3D MED / 3D Printingworld | 2017 – Dec 2018

Instructor: 3D Designing and 3D printing

- Responsible for training authorized courses for professionals, engineers and designers.
- Sales rep for modernistic medical devices in dental sector as 3d printers ,milling machines, inter-trial scanners.
- Technical engineer in 3d printer's hardware/software installation, maintenance, support.

### Helpdesk At | Softwaves Co. | 2013 – 2017

- Setup production / pre-production / test systems / Installation for SQL server systems, installation for various windows platform, give training for clients and support.
- Interfaced with business analysts, developers, and technical support to determine optimal specification.
- Data from various databases/installation and setup ERP server and client infrastructure.

### Helpdesk At | Al-Ahram for Travel and Tourism | 2011 – 2013

- Worked as Data Entry, IT Support such as computing, network and devices.
- Discussed and planned integration tasks and provide recommendation on hardware / software.

## CONTACT



Egyptian Nationality



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Live in Jeddah, Saudi Arabia

## EDUCATION

**2021 | ARAB OPEN UNIVERSITY**  
b.sc of Computer and Information Technology

**2020 – 2021 | KAUST**  
Entrepreneurship 6 Months Program  
A hub of innovation for local and international startups.

## CERTIFICATIONS

**CompTIA | SECURITY+**  
issued on 23 July 2021  
Code ID: TZGYGTQF4PB1185B

**Precise 3d Hub | 40 HOURS**  
Service Engineer Certifications

**ASTROLABS | 36 HOURS**  
Digital Marketing Coursework

**3DPRINTINGWORLD | 21 H**  
3D Designing and 3D Printing

## LANGUAGE

English, Fluent | Arabic, Native