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OVERVIEW

About **15 years** of experience in **Software Engineering** and Development during which different aspects, principles, and technologies were explored, learnt, and applied in different projects and fields.

Graduated from **King Fahd University of Petroleum and Minerals (KFUPM)** and, specialized in .NET Framework web and desktop development, enrolled in many training courses, certified/recognized several times for high performance, and developed many solutions/applications.

WORK EXPERIENCE (15 Years)

Teleperformance (June 22, 2009 – Present)

Khobar – Saudi Arabia

- **Assistant Manager** (June 1st, 2021 – Present).
- **Senior Developer** (March 1st, 2020 – May 31st, 2021).
- **Developer** (November 7th, 2009 – February 29th, 2020).
- **Helpdesk Analyst** (June 22nd, 2009 - November 6th, 2009).

Ali Al- Ahmed Trading and Industrial Services Est. (October 1st, 2006 – June 20th, 2009)

Dammam – Saudi Arabia

- **Computer Programmer.**

King Fahd University of Petroleum and Minerals (June, 2005 – August, 2005)

Dhahran, Saudi Arabia

- **Summer Training Programmer.**

ROLES AND RESPONSIBILITIES

- Gone through all software development process phases and practices:
 - Meeting with Stakeholders.
 - Preparing proposals and projects' plans.
 - Collecting, specifying, and validating requirements.
 - Diagrams (use-case, state-machine, activity, sequence, and etc.).

- Designing (High/Low Level Design, Object Design, Database ER).
 - Prototyping.
 - Coding, Testing, and Debugging.
 - Reports, documentations, and user manuals.
 - Hosting management and database administration.
- Participated in setting the different company policies and teams' roles/responsibilities.
 - Managed the operational employees' schedules and leaves.
 - Handled different required systems and physical employees' accesses to run the day-to-day operations.
 - Operational reporting to the higher management and clients.
 - Partially involved in the recruitment process.
 - Provided technical support concerning ARAMCO computer and communications issues.

EDUCATION

Bachelor degree of Software Engineering.

King Fahd University of Petroleum and Minerals (KFUPM).

TRAINING AND CERTIFICATION

- Cyber Security Awareness.
- Security Refresher Training.
- Emotional Intelligence at Work.
- Lean Six Sigma Green Belt.
- Administrating Windows Server.
- Stress Management Workshop.
- HDI Customer Service Representative.
- Crystal Report XI.
- End User Security Awareness from SCIPP International.
- International Computer Driving License (ICDL).

REWARDS AND RECOGNITIONS

- 2020 Great Operations Support.
- 2019 Q4 Top Performer.
- 2018 WFM Automation/Innovation.
- 2018 Q2 Extraordinary Performance.
- 2017 Best Performer – Operations Support.
- 2017 Best Support Team.
- 2017 Q2 Extraordinary Contribution.
- 2015 Extraordinary Contribution in Innovation and Development.
- 2014 Q3 Outstanding Performance and Contribution.
- 2013 Outstanding Performance and Contribution.
- Many awards/certificates reflecting an excellent level during different school/study stages.

SKILLS

- Thorough knowledge/experience in ASP.NET, ADO.NET, Visual C#, Sql Server, CSS Style Sheets, HTML.
- General knowledge/experience in Visual Basic, Java, MySql, AJAX, JavaScript, JQuery, Xamarin Mobile Apps.
- High ability to quickly learn and apply other programming languages/technologies.
- Excellent reading, writing, and speaking English language.
- High organization and prioritization skills.

PUBLICATIONS

- Wrote an Arabic self-improvement book.
- Created/managing an Arabic programming educational channel on YouTube.

FEATURED PROJECTS

WiseApp02 2021 (ASP.NET, C#, MS Sql Server)

An online web-based application through which the user can save wisdoms and information he would like to periodically remember and the system selects random three of them per day to remind him about.

WiseApp 2020 (Android, Sqlite)

Using this application, the user can save wisdoms and information he would like to remember on his own device and the system fires a daily notification of a random saved wisdom/information.

Letter Cells Contest 2019 (Windows Forms, Excel)

A desktop entertainment and educational two-player contest of Arabic letter cells that depends on two mouses and two keyboards eliminating all the usual wirings, bills, and lights to in such activities. The application is also smart enough to assign turns, count the answering, and paint the cells.

GhadeerQP 2016 to 2019 (Windows Forms, Excel)

A desktop invoicing application that prints/keeps all items, invoices, and customer's information developed for a photography shop.

Alyamamah Services 2017 (Windows Forms, Excel)

A desktop invoicing application that prints/keeps all items, invoices, and customer's information developed for a cooling and appliances maintenance establishment.

SATS 2009 to 2020 (ASP.NET, C#, MS Sql Server)

A web-based application that keeps the employees' shifts schedules, swaps, attendance, time sheets, daily operational events, leave processing workflow, site visits, shift highlights, and different reports for many projects.

NPSJOBS 2008 (ASP.NET, C#, MS Sql Server)

A web-based application that include an online clients' registration, a formatted CV creation and job applications by seekers, and 24-hour CVs availability clients' reviews and recommendations.

I-Box 2007 (Windows Forms, Excel)

A desktop application that refers to Invoice Box that automates the manual invoicing work using a wizard to create the invoices, store them in the database, retrieve, edit, and print them.

Hajj Contest 2007 (Windows Forms, Excel)

Stores and enables the user to manipulate questions and other settings of the contest. The idea was to take the user through Hajj stages one by one in order to ensure his full understanding of its activities.

Easy School Communication System 2006 (ASP.NET, C#, MS Sql Server)

A web-based application implemented as the university graduation project to make the communication between schools and students' families easier. It enables the families to observe their children's performance and behavior through the internet.

Purchasing Application 2005 (Windows Forms, Excel)

A desktop application that stores the frequently requested items, provides lists of these items, enables the user to select among them, stores receipts for each request, and automatically calculates the costs.

Medical Information Application 2005 (Windows Forms, Excel)

A desktop application that stores information about employees need to regularly visit the medical center at KFUPM, alerts the user, enables him to update, find, and print the necessary information on a medical form.