

MUHAB ABDULRAHIM

Ash Shulah District, Dammam, Saudi Arabia | +966 590601493

mabdulrahim2@outlook.sa | linkedin.com/in/muhab-abdulraheem | github.com/mahab339 | OneDrive portfolio

CAREER PROFILE

IT and Network Support Technician

Providing Technical and Network Support and Ensuring Efficient Operations.

Versatile and reliable **IT and Network Support Technician** with two and half years of business experience in IT and network technician support roles. Expertise in building, configuring, and maintaining local area networks (LAN) and wide area networks (WAN) as well as installing network software, firewalls, and security settings. Knowledgeable in remote access and computer servers. Capable of maintaining or repairing hardware and devices while ensuring minimal connectivity problems and outages. Strong problem solver, effective communicator, and skilled mentor in providing helpdesk and technical user support and instructions.

- CORE COMPETENCIES -

- Information Technology Support
- Computer Systems Administration
- Wired and Wireless Networks
- Network Infrastructure Maintenance
- Systems Hardware Install and Configure
- Technical Troubleshooting and Diagnostics
- Performance and Connectivity
- TCP/IP Ports and Protocols
- Technical Helpdesk Support

- TECHNICAL SKILLS -

Backend Web Dev: ASP.NET MVC | Redis | RabbitMQ | Ruby on Rails | Node.js | Java | Python | MySQL | PostgreSQL

Frontend Web Dev: React | JavaScript

Workflow Tools: PowerShell Scripting | Bash Scripting | Git | vi | tmux | GNU Screen

Operating Systems: MS Windows | Apple macOS | Android OS | Apple iOS | Linux OS

PROFESSIONAL EXPERIENCE

Dolf technologies

al-Khobar, Saudi Arabia

Dolf Technologies is a pioneer software supplier for organizations across Saudi Arabia.

Support engineer & Platform administrator

2021/03 - present

Provide technical support of a content management system for Dolf's client Ministry of Sport in Riyadh. Be the single point of contact for customer for all Moodle and systems queries, requirements, support, implementations, customizations, integrations, and for all technical aspects of projects. Ensure content populating runs smoothly and actively respond to end-user support requests for technical support. Provide on-site technical support and use remote workstation control for helping off-site employees. Create user manuals and screen cast to illustrate and guide users.

Key Highlights

- **Safely landed project in short period** started after six months from project start, I managed to get customer full satisfaction of company's by providing prompt features and customization requests responses.
- **Strong soft-skills** after working for over three years with wide spectrum of personals, handling difficult situation cannot be impossible.

Americana Foods – National Food Company

Jeddah, Saudi Arabia

The National Food Company – Americana Foods is a premiere food brand for families across the GCC (Gulf Cooperation Council).

IT Support Specialist & Network Technician

2019/01 – 2021/02

Provide a combination of IT and Network support for a large food manufacturing operation. Ensure workstations run smoothly across multiple locations and actively respond to end-user support requests for technical support. Provide on-site technical support and use remote workstation control for helping off-site employees. Maintain full functionality of desktop phones and network appliances. Oversee and supervise vendors in installation and maintenance projects including installing, operating, and troubleshooting network devices and nodes including switches, phones, cameras, thermostats, and PCs.

Experience Continued...

Key Highlights

- **Executed on a tactical initiative** by installing 40 new cameras throughout the company's headquarters office to monitor and optimize all components of workflow and daily operations.
- **Helped protect company assets** by installing three cameras in three consecutive days across three unique locations to monitor and ensure safety of the company's safes.
- **Hands-on experience in backend web development** and programming using: ASP.NET MVC, Redis, RabbitMQ, Ruby on Rails, Node.js, Java, Python, MySQL, PostgreSQL, PowerShell scripting, Bash scripting, Git, vi, tmux, and GNU Screen.

EDUCATION & DEVELOPMENT

King Fahd University of Petroleum and Minerals (KFUPM), Dhahran, Saudi Arabia

Master of Science (M.S.) in Computer Networks - part-time, 2021/09 – present

King Fahd University of Petroleum and Minerals (KFUPM), Dhahran, Saudi Arabia

Bachelor of Science (B.S.) in Software Engineering, 2011/01 – 2015/12

- Selected Coursework -

Introduction to Software Engineering | Game Programming | Requirements Engineering | Software Design and Construction | Formal Methods and Models in Software Engineering | Web Engineering and Development | Software Project Management | Software Architecture | Object-Oriented Design Patterns | Usability Engineering | Software Quality Engineering | Secure Software Development | Mobile Application Development | Software Processes and Process Improvements

- INTERNSHIP EXPERIENCE -

Sysadmin and Backend Developer (Intern) | Lucidya | Jeddah, Saudi Arabia | 2018/04 – 2018/11

Provided technical contributions to ensure effective and efficient services for clients. Worked on the technical infrastructure consisting of microservices developed with a stack of open-source technologies.

Sysadmin and Backend Developer (Intern) | Resury | Jeddah, Saudi Arabia | 2013/06 – 2013/08 & 2014/06 – 2014/08

Worked in a team-based startup environment in the development of an online platform and Android-based digital application using Ruby on Rails, Java (Android), and LAMP stack.

- ACADEMIC AND PERSONAL TECHNICAL PROJECTS -

CSS learning path from LinkedIn Learn {Frontend}

Completed (Learn CSS) with topics; CSS Grid Layout, Responsive Web Design, Cascading Style Sheets (CSS), Web Design.

Mobile Application with Backend {Android}

Used Android and Ruby on Rails to singlehandedly complete project with no outside assistance besides the graphics assets.

Automation Scripts {Bash}

Wrote detailed Bash script (Unix shell and command language) and built and deployed Android Studio Android project to USB-connected phone.

Calculator Interpreter {Python}

Prepared economical formulas interpreter (lexical analysis implementation) designed for converting a sequence of characters into a sequence of flags with an assigned and identified meaning to compute discrete compounding interest. End-user display facilitated through browser-based UI using Flask.

Workshop Management Application {Android}

Led the development process from end to end through prototyping, validation, implementation, launch, and further iterations for building an Android-based mobile application with multiple features and functionality. Application contained 15,000 lines of functional code and 3,000 lines of layout code written by a team of three developers during a senior-year academic project.