

Web Wizard & IT Specialist: Building elegant web solutions while applying the skills of a seasoned IT technician. I don't just build websites; I engineer seamless digital experiences, from the server room to the user's screen.

Work Experience

IT Technician / Wordpress Developer

Jak Computer
Nov 2023–Present

- Managed and maintained WordPress website, **implementing custom solutions with PHP, CSS, and JavaScript, while providing comprehensive on-site and remote IT support.**
- Troubleshoot and resolved hardware/software issues.
- Installed and configured **hardware and software, ensuring optimal performance.**

IT field support / Software Tester

Allied Information Systems
March 2023 – Oct 2023

- **Provided on-site IT field support for POS systems**, resolving hardware (terminals, printers, scanners) and software (POS application) issues, while **executing test cases for POS software updates.**
- **Diagnosed and repaired POS terminal malfunctions**, and **documented software bugs related to transaction processing and reporting.**
- **Configured and deployed POS hardware and software**, ensuring seamless integration with existing systems, and **conducted usability testing of new POS interface features.**
- **Provided remote support for POS system issues**, and **performed end-to-end testing of transaction workflows.**

IT Technician

Self-Employed
Aug 2019 – Jul 2020

- **Provided comprehensive IT solutions** to diverse clientele, including hardware/software troubleshooting, network setup, and data management.
- **Offered remote and on-site maintenance services**, and **created customized sales proposals** based on client needs and budget.
- **Managed software licensing and subscriptions**, and **upsold related IT services** such as data backup or network security.

IT Technician Intern

Khalid Bin Walid School
Apr 2019 – Jul 2019

- N Computing
- Data Entry
- Computer and Laptop Maintenance

- Provide orientation and guidance to users on how to operate new software and computer equipment
- Checking computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
- Installing and configuring appropriate software and functions according to specifications
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Setting up workstations with computers and necessary peripheral devices

Technologies and Languages

- Languages: Java, PHP, Laravel,Python,React
- Technologies: MySQL,SQL,Ajax,Wordpress
- Other: Data structures and algorithms,UML,IT,Networking

Education and Certifications

- **B.Sc. Computer Science**, CNAM University. **2019 – Present**
- **Baccalaureate(Experimental Science)**. **2018**
- Java Programming: Solving Problems with Software(With Honors),Duke University
- Make Apps with ChatGPT and Generative AI,Packt
- Ai for everyone,DeepLearning.Ai
- IT COMPUTER AND LAPTOP INSTALLATION AND MAINTENANCE Certificate, ABDEL HADI DEBS CENTER & UNICEF
- DIGITAL LITERACY / CODING TRAINING DEGREE, UNICEF
- PROGRAMMING FOUNDATIONS : FUNDAMENTALS , LINKED IN
- JAVA COURSE, SKILLUP BY SIMPLILEAR

Projects

- <https://cybersooq.net> : Ecommerce website
- <https://fitclub-6zx.pages.dev/> : GYM Website
- <https://github.com/AbedJradeh/E-commerce> : Ecommerce Website