

Ahmad Basha

Computer Science | Technical IT Consultant

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WORK EXPERIENCE

Intern Technical & Functional Consultant | ITB (an ITG Company) *September 2025 – October 2025 · Beirut, LB*

- Wrote and maintained SQL queries, stored procedures, and views against SQL Server for data extraction, anomaly troubleshooting, and post-deployment validation.
- Provided help desk support and first-line user assistance, resolving hardware, software, and account issues for staff
- Configured and validated third-party integrations with Protel PMS(Property Management System).
- Deployed SWIFT digital menu SaaS across multiple client sites covering Kiosk, Delivery, Self-Order, Basic, and Hotel Room modules.
- Designed browser-based kiosk automation with session recovery, error-state detection, and automatic fallback — eliminating manual intervention during page failures.
- Assisted with network setup and troubleshooting (routers, switches, Wi-Fi, basic connectivity diagnostics)
- Diagnosed complex workstation failures across OS services, middleware, and application layers; conducted network investigations producing timestamped incident reports for client escalation.
- Supported POS (Point Of Sale) / restaurant management software (Squirrel), helping with daily operation and issue resolution.
- Delivered general IT support across multiple branches, coordinating with on-site staff
- Applied strong problem-solving skills to diagnose and resolve issues quickly under pressure.

KEY PROJECTS

SWIFT Platform + Kiosk — Functional lead on live SaaS menu platform; extended scope to include automated kiosk resilience layer with session recovery and uptime monitoring.

Build Up Menus on SWIFT E-Menu and on Squirrel POS.

TECHNICAL SKILLS

SaaS: SWIFT Digital Menu — Kiosk / Delivery / Self-Order / Room Service

Soft Skills: UAT, technical documentation, go-live coordination

Databases: SQL Server — queries, stored procedures, views, data extraction

Networking: TCP/IP, DHCP, LAN/WLAN, VM environments, Windows Server

Dev / Scripting: JavaScript, HTML/CSS, PHP

Languages: Arabic (native) · English (fluent) · French (proficient)

EDUCATION

BSc Computer Science · Lebanese University

Present