

Ahmad Ammounch

Software Engineer, IT Support, Technical Specialist



- ☎ 00971 56 306 9226
- ✉ ahmadypu@gmail.com
- 📍 United Arab Emirates

Profile

- I am a **Software Engineer, Web Developer, IT Support, Technical Specialist.**
- 3 years of general experience in **UAE.**
- 2 years of experience, **IT Support, Manage E-commerce, Develop Website.**
- 1 year of experience in **Customer Services.**
- **Manage CMS (Content Management System) , Control System.**
- Can handle work **in General Trading.**

SKILLS

PROFESSIONAL

- **Software Engineer**
- **Web Developer**
- **IT Support**
- **Manage Website**
- **Control CMS**
- **Windows OS**
- **Collect Requirements**
- **Database Developer**

Experience

My Notice Period [09-03-2022 08-04-2022]

Canada Hitech Solutions UAE-Dubai 05-6-2021 08-4-2022

Web Developer

- Manage and Control E-Commerce
- Develop websites using Microsoft Technology.
- Control CMS (Control Management System).
- Upload project on server using FTP (FileZilla).
- Training clients on our systems.
- Troubleshooting Desktop Support on Windows.
- Develop SaraCMS (Content Management System).
- Check websites on W3 Validation and other tools.
- Studying the requirements to create website for clients.
- Design and Implement database using SQL Server Engine.

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Other SKILLS

Good

- Quick Learner
- Active listening
- Communication
- Computer Skills
- Customer Services
- Interpersonal Skills
- Leadership
- Time Management
- Transferable skills
- Problem Solving

Languages

- **Arabic:** Mother Language.
- **English:** Very Good

MH AL Gaddah UAE-Dubai 01-6-2020 01-6-2021

IT Support

- Level 1 IT Support.
- End user helpdesk support
- Provide technical assistance and support for incoming queries.
- Diagnostic and troubleshooting internet on employee's computers.
- Maintaining and troubleshooting the company networks (LAN and Wireless).
- Troubleshooting Desktop Support on Windows.
- Installations and updating of Antivirus, software.
- Contact with multiple of companies for Create new Website for our company
- Studying the requirements to create website to our company.

Al Rawdah Furniture UAE -Sharjah 01-8-2019 01-5-2020

IT Support

- Make Software of widows 10 on pc's of company.
- Setup applications, antivirus, printing configuration.
- Take care of the Database design and implementation.
- Contact on multiple of ERP Companies to Install ERP System in our company.
- Setup Outlook Emails, Google Gsuite Emails.

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Sawa Syria – Damascus 01-1-2018 01-6-2019

Customer Services

Courses

➤ CCNA Syria-Damascus

- IP Public, Static.
- Design Networking.
- LAN
- Switching
- Routing

➤ CEH Syria-Damascus


- Provided information and assistance to callers and attempted to resolve all enquires on first contact with the caller.
- Sent emails to clients to answer enquires and took ownership of all calls and quires answered.
- Responded to client complaints, ensuring the prompt resolution of issues to avoid escalation.
- Worked on a team with 11 other individuals.
- Employ teamwork skills by supporting the work of others.

Education

- Bachelor Degree of Informatics Engineering at **Software Engineering** specialization
At Yarmouk Private University **Damascus -Syria**

Personal Information

- Marital status: single.
- Date of Birth: 3-1-1992.
- Nationality: Arabic - Syrian.
- Driving License: **Dubai** In Progress.
- Notice Period: 09-03-2022 **until** 08-04-2022

 <https://www.linkedin.com/in/ahmad-ammouneh-9ba526142/>