

# Ahmad Altabel

Information Technology Engineering

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## Profile

**Information Technology Engineer** with hands-on experience in technical support and full-stack web development. Skilled in troubleshooting IT systems and developing web applications using Node.js, React.js, .NET, and SQL/MongoDB. Recently completed a Cloud fundamentals course, with strong interest in expanding expertise in Cloud-based solutions (Azure/AWS) and backend development. Adept at working in collaborative Agile/Scrum environments, documenting processes, and delivering solutions that improve workflows and end-user experience.

## Experience

### TECHNICAL SUPPORT ENGINEER| BANILTD – SEPTEMBER 2024 – PRESENT

- Provide technical support to staff and end-users on hardware, software, and network-related issues.
- Resolve 95% of tickets within SLA by diagnosing problems efficiently.
- Collaborate with IT and infrastructure teams to deploy tools and updates.
- Maintain technical documentation and support logs to track incidents and solutions.
- Contribute to developing a ticketing system application

### WEB APP FOR CONTRACTORS & REPRESENTATIVES (ASP.NET RAZOR PAGES)

- 2025 - Company Project
- Technologies: ASP.NET Razor Pages, C#, SQL Server
- Role: Full Stack Developer – developed the entire application, including both front-end and back-end, and designed the database structure
- Description: A web application for managing contractors and their representatives, featuring advanced search and filtering, with an admin dashboard for authorized users to add, edit, and delete records.

### WEB APP FOR DENTAL STUDENTS & PATIENTS (MERN STACK)

- 2023 - Graduate Project
- Technologies: MongoDB, Express.js, React.js, Node.js
- Role: Full Stack Developer – developed the entire application, including both front-end and back-end, and designed the database structure.
- Description: A comprehensive web application that facilitates communication between dental students and patients for case studies
- <https://github.com/ahmadnader00/kaladentie>.

## Education

**B.S. IN INFORMATION TECHNOLOGY ENGINEERING| UNIVERSITY OF KALAMOON – GRADUATED JUNE 2024 SYRIA**

## Skills & Abilities

- IT Troubleshooting (Windows, Network, Printers)
- Software & Hardware Maintenance
- Team Collaboration
- Nodejs developer
- Communication & Documentation
- Fast Learner & Adaptable
- .Net Developer