

Ali Khalifa AIMheiri

Ras Al Khaymah, United Arab Emirates

Email: AliAlmheiri9@gmail.com | Phone: (971) 508361522

LinkedIn Profile: <https://www.linkedin.com/in/ali-almehairi-7333ab210>
Emirati



Highly Motivated Security and Forensics Ready to Work

Application Development
Web Development
Testing and Maintenance

Cyber Security
Coding & Programming
Database Management

Languages:

Arabic, English

Technologies:

MS Office: Word, Excel, PowerPoint, Outlook, Keynote
JavaScript, C#, Packet Tracer, Linux, Python,
Microsoft Azure, Kali, Mac, Vista, Zoho,
Windows 7,10,XP

EDUCATION

Bachelor of Computer Science, Information Technology - Security and Forensics, 2021
Higher College of Technology

❖ **Graduation Project**

- Creating and designing a smart application for hotel reservations for the Android/IOS system, following all the requirements step by step in the field of security, encryption, analysis, data collection, design and features, and creating an excellent application that works with a smart card that serves hotels instead of going to the reception, and is from a reliable and approved source to serve the community.

WORK EXPERIENCE

Crew, Alshaya Group (Shake Shack), UAE

Jun 2024 – Now

- ✓ Serving customers in a timely manner
 - ✓ Assisting in the training of new Crew Members
- Working within a team setting to meet sales goals during a shift
- ✓ Following the company's security and Safety Procedures
 - ✓ Arriving for the start of their shift on time and staying until all duties are complete



Guest Services Associate, Dubai Holding Entertainment (Roxy Cinemas), UAE

Dec 2023 – Apr 2024

- Selling box office tickets, responding to queries reservations and sales.
- Monitoring and maintaining cash flow, ensuring that there are no shortages.
- Ensuring that guests are well guided to entrance and exit into the cinema.
- Monitoring and maintaining guest flow, ensuring that there are no obstructions to guest cinematic experience.
- Participating in briefings and other meetings as requested by the cinema manager.
- Attend and participate in training sessions as required by managers and HR.
- Contribute to increasing concession revenues.



IT Help Desk Specialist, FAWAZ Trading and Engineering Services, UAE

May 2023 – Jul 2023

- Serve as the first point of contact for staff seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by Staff.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.
- Record events and problems and their resolution in logs.
- Follow-up and update staff status and information.
- Pass on any feedback or suggestions by staff to the appropriate internal team.
- Identify and suggest possible improvements on procedures.



- Monitored network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future, ensured compliance to Data Center security policies and procedures.
- Managed and prioritized inbound support request calls for IT assistance in other development teams and implemented Systems backup and recovery.
- Modified existing software to correct errors, to adapt it to new hardware and to upgrade interfaces and improve performance, implemented and maintained monitoring tools to include hardware, operating systems, application performance, and network performance.
- Installed windows, provided routine system/network configuration and server maintenance, troubleshooting, networking and repair for software and hardware.
- Responsible for daily prices data entry and analyzing data to provide weekly report to management.
- Performed hardware and software installations, troubleshooting and repair on computers running all Windows based/Apple Mac operating systems.



ADDITIONAL EXPERIENCE

❖ Volunteering Program Hours

100 Hours

Volunteer, Higher College of Technology, UAE

2018

- Organized events on campus.
- Registered and supported students and helped them resolve occurring issues.
- Guided students and offered community support.

Volunteer, RAK Hospital, UAE

2018

- Registered patients and offered excellent customer service.
- Organized and filed patients' documents.

Volunteer, Ramadan Amman 7, UAE

2018

- Prepared and distributed food kits.

Volunteer, School Theater Festival, UAE

2018

- Organized events, managed crooned and provided customer service.

Volunteer, National Week of Prevention of Bullying, UAE

2018

- Welcomed and greeted visitors and arranged proper seating.
- Oversaw the event site and distributed brochures.

Volunteer, Ministry of Health and Preventive, UAE

2018

- Responsible for data entry.
- Organized events and provided impeccable customer service.

❖ Courses

Customer Service Training , Teleperformance (Global Skills)	2023
Technical Applications Chat GPT in Government and Private , Efaad Dubai Police	2023
Diploma of Data Science and Artificial Intelligence , Etisalat	2023
Simplified Finance , Khalifa Fund for Enterprise Development	2023
Emergency Management , Higher Colleges of Technology	2021
Cultural and Heritage Sites of Dubai , Dubai Culture	2020
CV Writing Workshop , Higher Colleges of Technology	2020
Work Placement Readiness , Higher Colleges of Technology	2020
Interview Skills Workshop , Higher Colleges of Technology	2020
Personal Branding Workshop , Higher Colleges of Technology	2020
Job Search Workshop , Higher Colleges of Technology	2020
What Is Leadership Workshop , Higher Colleges of Technology	2020
Leadership Vision Workshop , Higher Colleges of Technology	2020
Upgrade Your Version Workshop , Higher Colleges of Technology	2020
Home Help Initiative , The Private Office of Sheikh Abdul Aziz Bin Ahmed Almualla	2020
Building A Business Around Your Passion , Tawteen Talks	2020
Risk Management , Higher Colleges of Technology	2020
Global Warming and Climate Change , Higher Colleges of Technology	2020
Environmental Sustainability and Pollution Control , Higher Colleges of Technology	2020
Covid-19 Pandemic Mitigation and Control Measures , Higher Colleges of Technology	2020
Steps of Starting an E-Commerce Business , Khalifa Fund for Enterprise Development	2020
Soft Skills , Khalifa Fund for Enterprise Development	2020
ICSI CNSS Certified Network Security Specialist , International Cybersecurity Institute UK	2020
CIS4603 Certified Associate in Project Management , Project Management Institute USA	2020
Access Data Certified Examiner for Forensics , Access Data USA	2019
Fundamentals of Marketing on Internet , Google USA	2019
Applied workshop in infrastructure ,Summer Academy for Emirates Youth (Federal Youth Foundation)	2019
How to Start a Successful project in the field of information and Communications Technology , Khalifa Fund for Enterprise Development	2018