

Ali El Mikdadi

Software Engineer

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PROFILE

Software Engineer with expertise in full-stack web and mobile development, IT support, and data analysis. Skilled in troubleshooting, deploying IT solutions, and leveraging cloud technologies to optimize performance. Passionate about the use of AI technology to drive innovation and solve complex challenges with new possibilities.

PROFESSIONAL EXPERIENCE

IT Support (Part-Time), Gulf Future Business Feb 2025 – Present

- Provided technical support to users by diagnosing and resolving hardware, software, and network issues.
- Responded to service requests, offering timely support and detailed infrastructure inventory documentation.
- Assisted in the installation, configuration, and maintenance of IT infrastructure ensuring smooth operations.

Senior IT Executive, Daresni Education Jun 2023 – Feb 2024

- Managed and led coordination in both internal and external IT teams.
- Applied common testing approaches and documentation for testing team.
- Facilitated collaboration to improve UI/UX for both website and mobile applications.
- Improved user satisfaction and engagement by 35% on both platforms using data analysis.
- Oversaw the process of successfully implementing all IT projects and tracking related metrics.

EDUCATION

B.Sc. Degree in Software Engineering, University of Bahrain Sep 2020 – Jun 2024

- Web & Mobile Application Development
- Free & Open Source Software Development
- Database Management Systems & Cyber Security

PROJECTS

ClickVenture, Graduation Project 2024

- Developed a web application itinerary generator using MERN Stack.
- Implemented OpenAI API and Python to generate personalized trips.
- Integrated trip customization, reviews and a points based reward system.
- Utilized and customized services from Google Maps API.

GeoHub, Web Application 2023

- Developed a free and open-source web application dedicated to enhancing quiz based learning.
- Implemented user registration, quiz creation and editing, question bank, and randomized quiz generation.
- Ensured mobile responsiveness and a seamless user experience across various devices.

TECHNICAL SKILLS

- C# | .NET | MERN | Oracle | SQL | JavaScript | Python
- Web & Mobile Application Development
- Database Management
- Data Analysis
- Cloud Administration
- IT Support & Troubleshooting

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Microsoft Certified Power BI Data Analyst Associate
- Microsoft Certified Azure Administrator Associate

PERSONAL SKILLS

- Leadership
- Flexibility
- Teamwork
- Problem Solving
- Project Management
- Verbal & Written Communication

LANGUAGES

- English - Fluent
- Arabic - Native