

ABDALRAHEEM GHANNAM

Software Developer and Information Technology Professional



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Summary:

- Technical Support Specialist with over 5 years of experience in ATM repair, laptop sales, and maintenance. Proficient in diagnosing and resolving complex hardware and software issues efficiently. Recently transitioned to web development, focusing on React.js and WordPress. Highly motivated to leverage my technical expertise and customer service skills in a dynamic, fast-paced environment.

Work Experience

[Frontend Developer] [Freelancer] [Syria] [Nov 2023- Present]

- Advanced Next.js, React and WordPress expertise gained through courses like "The Complete JavaScript Course" and "The Ultimate React Course."
- Developed responsive, efficient web applications using React, applying best practices and modern techniques.
- Stayed current with tech trends for delivering high-quality, innovative solutions.
- Enhanced WordPress functionality with custom React components, optimizing user experience and performance.
- Collaborated with design and back-end teams to create user-focused, efficient solutions.
- Performed code reviews and optimizations to improve application speed and reliability.

[IT Support Technician] [Source Code Company] [Syria] [Aug 2021 – Sep 2024]

- Project to upgrade, operate, and maintain ATMs (Wincor) at the Commercial Bank of Syria, Hama.
- Project installation and operation and maintenance of servers (IBM) in the Commercial Bank of Syria, Hama.
- Project for supplying server devices, computers, communications and network equipment in Mahrukat company, Hama, Syria.
- Project installation operation and maintenance of ATM (GRG) In the Commercial Bank of Syria and the Real Estate Bank, Hama, Syria.

- Project to provide the commercial bank with bill counters from (GRG Banking) in Hama, Syria. Contact: [Contact Link](#).

[IT Support and Sales Specialist] [Golden Device Company] [Syria] [Jan 2018 - Jan 2023]

- Diagnose and resolve complex software and hardware issues to ensure seamless operation and optimal user experience.
- Install, configure, and maintain computer applications and systems, adapting to updates and new software versions.
- Conduct testing and evaluation of new technologies to enhance service offerings and improve product compatibility.
- Troubleshoot and resolve network outages and connectivity issues, minimizing downtime and ensuring network stability.
- Maintain an in-depth understanding of company products and their functions to provide accurate and insightful responses to customer inquiries.
- Gather and analyze customer feedback to inform continuous improvement and optimize customer satisfaction.
- Monitor, update, and maintain all computer networks, ensuring high levels of performance, security, and reliability
- Responding to customer inquiries and solving all the problems they face. **Contact:** [Contact Link](#)

Skills:

- **Programming Skills:** front-end development of JavaScript, Next.js, React.js, and WordPress.
- **ATM Installation & Operation:** Skilled in the installation, configuration, and maintenance of ATMs, including GRG and Wincor models.
- **Web Development:** Creating responsive, user-centered websites, with strong knowledge of HTML, CSS, and JavaScript frameworks.
- **CCTV & IP Camera Installation:** Proficient in installing, configuring, and troubleshooting CCTV and IP camera systems for optimal security solutions.
- **Front-End Development:** Expertise in developing interactive, responsive front-end interfaces using React.js and other JavaScript libraries.
- **WordPress Development:** Skilled in designing, building, and customizing WordPress websites to meet client requirements.

- **IT Support:** Strong background in troubleshooting hardware and software issues, network support, and providing technical assistance to end-users.

Languages:

- **Arabic: Native** **English: B2** **German: A2**

Education:

- Bachelor's Degree in Computer Science Al-Baath University [Syria] [2020]

Training and courses:

- The Complete JavaScript Course. [Udemy with Jonas Schmedtman] [2023]
- The Ultimate React Course 2023. [React, Redux] [Udemy with Jonas Schmedtman] [2023]
- **Cyber Security Fundamentals.** [Syrian Center for ISO Experts] [2023]
- Technical support fundamental. [Coursera] [2021]