

Faiz Wajih

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Jeddah – Saudi Arabia

Professional Summary

- Experience with coding and ability to troubleshoot using HTML, CSS and comparable languages
- Continued education and research into UX trends and current design strategy and technologies
- web designer seeking to enhance design excellence. Raised UX scores by 35% and customer retention by 18%.
- Performance marketer passionate and growing customer base. Seeking to leverage a strong knack for quantitative measurement, data visualization, and results tracking.
- Experienced growth marketer with a background in sales and 1+ years of experience growing conversion rates for freelancers. Seeking to leverage leadership excellence to raise.
- Seeking a senior role in marketing with a progressive organization to contribute accrued skills and international expertise towards achievement of unparalleled and sustainable business growth.
- Passionate front-end web developer with 1+ years of experience using HTML5, and CSS to build all aspects of the user experience and user interface for client-facing landing pages. Specializes in using all skills to build e-commerce sites.

Education

[2020 – 2021] Master of business administration in project management GPA 3.74/4

[2015 – 2018] Bachelor of science (Hons) in software engineering with multimedia GPA 3.51/4

Work Experience

Application Support Engineer at Vision Company For Home Appliances, AUG 2021- present

- Provide technical support for enterprise-level application systems.
- Research, diagnose, troubleshoot and identify potential solutions for how to resolve an issue.
- Follow best practices for change control of proposed solutions.
- Maintain service reports.
- Documenting processes and monitoring application performance metrics.
- Ensuring effective front-end functionality of applications.
- Consulting with the software development team, internal users, and clients to improve application performance.
- Providing front-end support to clients and colleagues in other departments.

Admin At Al Yamama Company, Makkah at Almashaaer Almugaddassah Metro line

- Crowd Control
- Arranging and manage the employee to their platform depending on the plan provided to them
- Insertion trainees' data into the system
- Preparing daily, weekly and monthly reports.
- Communication and marketing skills to act at the contact point between internal team members and clients
- Client relationship management skills to maintain professional communication with customers and maintain a high level of customer satisfaction
- Budgeting, bookkeeping and planning skills and knowledge of associated computer software

Information Technology Support Specialist at Limkokwing University, APR 2020 - OCT 2020

- Installation of PC hardware
- Check and maintain computer hardware such as mouses and keyboards
- Install, configure and manage software and their functions according to specifications
- Develop and maintain local networks
- Ensure security and privacy of networks and computer systems
- Assist in and plan training, development and education for new software and hardware
- Troubleshoot to identify and resolve problems in a timely manner
- Maintain records/logs of repairs and fixes
- Maintain hardware and software inventory
- Identify computer or network equipment shortages and place orders when necessary

Skills

- MS Office
- Ability to design and develop technical plans
- Working Knowledge of IT Hardware and Software
- Versatility and flexibility
- Cross-cultural competency
- HTML and CSS skills
- Google Analytics, Google Ads, Snapchat Ads, and Facebook Ads
- An understanding of the latest trends and their role in a commercial environment
- Ability to work under pressure
- Communication Skills
- Leadership
- Teamwork
- Complex problem solving
- Written and verbal communication skills
Ability to work effectively in a collaborative environment to create top-performing interfaces for clients
- Professional approach to time, costs and deadlines
- Finding errors in applications and troubleshooting them
- Performing usability and performance testing on websites

Projects

- Developing a web page (Setup databases, Design the page using CSS and HTML) 2018
- Development in android (development tools, coding instructions, setting up the display)

Professional Development

- Cisco Certified Network Associate CCNA, 2022 (60 Hours)
- PMP Certification Of Completion, 2022 (35 Hours)
- Google Ads Display Certification, 2022
- Campaign Manager Certification Exam, 2022
- Google Ads Search Certification, 2022
- Cybersecurity at European Academy for Training and Development Standards, 2021
- MOH, Community health volunteering , 2021
- Malaysian Global Innovation & Creativity Center 2017
- T System industry talk, Malaysia, 2017

Spoken Languages

Arabic: Native
English: Excellent

References

References are available upon request.

