


Ameen Ali Hassan Ali

China

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Summary

Software Engineer, Computer Instructor, Software Support Engineer

Experience

Head of Software Support Department

Technical Regional for IT Est.

Nov 2019 - Nov 2022 (3 years 1 month)

Led and managed a team of software support specialists, ensuring timely resolution of client issues.

Collaborated with cross-functional teams, and optimized processes Conducted technical training sessions resulting in faster issue resolution.

Recognized for outstanding leadership and customer service skills.

IT Manager / Computer Instructor

A+ Online School

Aug 2020 - Sep 2022 (2 years 2 months)

Oversaw IT operations for The School, managing a team of specialists and digital learning platforms.

Implemented and maintained the Learning Management System (LMS) and other online tools.

Designed and delivered curriculum for computer programming and technology courses, catering to diverse learning styles and skill levels.

Conducted engaging lectures and hands-on workshops, ensuring students' comprehension and application of fundamental computer science concepts.

Provided timely user support and resolved technical issues.

Upgraded the LMS for improved user experience and engagement.

Web Editor

Manarat Al Sharq newspaper for culture and media

Jan 2017 - Jan 2020 (3 years 1 month)

Curated and edited engaging articles for website.

Collaborated with writers and designers to ensure high-quality content and appealing layouts.

Utilized SEO techniques, increasing website traffic.

Managed the editorial calendar and monitored website analytics.

Implemented social media sharing features.

Software Support Engineer

Technical Regional For IT Est.

Jan 2018 - Nov 2019 (1 year 11 months)

Provided technical support to customers, resolving software-related issues via email, phone, and chat.

Collaborated with the development team to address complex problems.

Maintained a high customer satisfaction.

Successfully resolved critical software bugs, preventing revenue loss.

Received positive feedback for clear and effective troubleshooting instructions.



System Administrator

Al- Harrash Alaily Company Ltd.

Jun 2015 - Dec 2017 (2 years 7 months)

Managed and maintained IT infrastructure, including servers and networks.

Resolved hardware and software issues promptly to minimize downtime.

Implemented robust security measures to protect data and systems.

Upgraded network infrastructure, improving data transfer speeds.

Successfully resolved critical system outage, minimizing disruptions.



Computer Technical Specialist

Deafah hotels Group

Feb 2013 - May 2015 (2 years 4 months)

Provided technical support for hotel staff, resolving hardware and software issues.

Installed and maintained software applications and network connectivity.

Implemented security measures to protect hotel data and systems.

Streamlined check-in/out process through software system.



Computer Instructor

Al-Raed Institute for Languages and Computer

Feb 2011 - Oct 2011 (9 months)

Delivered engaging computer science lessons and workshops to students.

Taught programming languages, software applications, and hardware concepts.

Inspired students to pursue careers in technology.

Organized coding competitions to foster teamwork and creativity.



Secondary School Teacher

26-Sep High School

Sep 2006 - Jul 2007 (11 months)

Taught Math and Science courses to secondary school students.

Improved student test scores with innovative teaching strategies.

Fostered a supportive learning atmosphere, receiving positive feedback from students and parents.

Mentored a science club, encouraging students to explore STEM fields.

Education



Beijing Technology and Business University

Master's degree, Computer & Application Technology

Sep 2021 - Jul 2024

Specialized in advanced computer vision concepts, image processing, pattern recognition, and machine learning. Hands-on experience with cutting-edge tools and frameworks. Ready to apply expertise in computer vision to tackle real-world challenges and drive innovation.



Sana'a University

Bachelor's degree, Computer Software Engineering

Sep 2007 - Jun 2011

Obtained a Bachelor's degree in Computer Software Engineering from Sanaa University in 2011. Developed expertise in software development, programming languages, algorithms, and database management. Actively participated in group projects and real-world assignments, fostering strong problem-solving and collaboration skills. Eager to leverage knowledge and passion for software engineering to contribute to innovative projects and advancements in the industry.

Licenses & Certifications

 **Principles of HR Management - Edraak إدراك**

ad3ec6f07ba9442396b4b63184155bd8

 **Critical Thinking - Edraak إدراك**

a0d867ef72d742d09a4382bf60926c49

 **Professional accreditation certificate - Saudi Council of Engineers**

595350

 **Introduction to TensorFlow for Artificial Intelligence, Machine Learning, and Deep Learning - Coursera**

AUJMHJW8NJP4

 **Convolutional Neural Networks in TensorFlow - Coursera**

BQ42X9HGUGW4

 **AI for Medical Diagnosis - Coursera**

YL77ZBZ8S2T2

 **Natural Language Processing in TensorFlow - Coursera**

8LKW849UR2XP

 **Convolutional Neural Networks - Coursera**

ZLHA9CYWVYA4

Skills

Convolutional Neural Networks (CNN) • Natural Language Processing (NLP) • Programming • TensorFlow • C# • Software Systems Engineering • Deep Learning • Computer Vision • Machine Learning • Software Project Management