

# AHMED ALFALEET

SOFTWARE ENGINEER | TECHNICAL SUPPORT LEADER

## CONTACT

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## PROFILE SUMMARY

Motivated Software Engineering student and Technical Support Director with practical experience in technical operations, team leadership, and problem solving. Experienced in working with diverse teams, supporting large-scale systems, and helping deliver reliable solutions in fast-paced environments.

Passionate about continuous learning, personal growth, and contributing to meaningful projects that create positive impact through technology, collaboration, and innovation.

## EDUCATION

Expected Graduation: 2026

COLLEGE OF COMPUTER TECHNOLOGY, TRIPOLI, GHOUT ALSHAAL

- Bachelor of Software Engineering

## SKILLS

### TECHNICAL SKILLS

- Java, VB.NET, C#, C/C++, HTML, CSS, JavaScript
- SQL Server, MySQL, Oracle, PostgreSQL
- Software Development & Database Management
- Technical Support & Troubleshooting
- Hardware & Software Maintenance
- Basic Linux Administration
- Basic Networking & CCNA Concepts

### TOOLS & PLATFORMS

- Git & GitHub
- Docker
- Visual Studio & VS Code
- JetBrains IDEs
- Figma
- Virtual Machines
- Microsoft Office

### SOFT SKILLS

- Leadership & Team Management
- Problem Solving & Critical Thinking
- Communication & Client Support
- Teamwork & Collaboration
- Project Coordination
- Decision-Making & Adaptability

## CERTIFICATIONS & PROGRAMS

- micro1 AI Interview Certification – Director of Technical Support (2026)
- EF SET English Certificate (C1)
- Aspire Leaders Program – Aspire Institute

## LANGUAGES

- Arabic – Native
- English – C1
- Spanish – Basic Knowledge

## PROJECTS & RESEARCH

- Image Compression Research Project

Researching image compression techniques while preserving important details such as faces, text using computer vision methods.

- Yoda Face Recognition System

Developed a face recognition system using Python and OpenCV for real-time facial detection and recognition.

- Library Management System (Java – Console Based)

Built a Java-based library management system for handling books users and borrowing operations Console-based (No GUI).

- AlMohafed Management System

Developed a management system for Quran teaching centers to organize student records and track learning progress.

## WORK EXPERIENCE

### ShwehdiSoft Co.

2020- 2026

#### specializes in software development

##### Technical Support Director

- I was part of the core team that helped establish ShuwaidiSoft as one of the top three POS and software companies in Libya, with a customer base exceeding 4,000, including many international clients.
- I started my career as a technical support specialist and worked my way up to head of the technical support department. In addition to my core responsibilities, I also contributed to sales operations and programming tasks, particularly using VB.NET and SQL databases.
- Throughout my tenure at the company, I supported various departments and service centers, efficiently utilizing my time and efforts to meet the diverse needs of each role.

### TRIPOLI TECHNOLOGY TOWER CO.

2018 - 2020

#### SPECIALIZES IT & TECHNICAL SUPPORT

##### Technical support Specialist &

##### Technical Support Director

- I was among the first employees to join the company, where I played a key role in delivering technical services and support to a wide range of clients including companies, institutions, and embassies primarily located in Tripoli Towe
- During my time with the company, I worked with clients from various international companies, which significantly enhanced my communication skills and ability to address and resolve issues for clients from diverse cultural and professional backgrounds.
- I gained hands-on experience working with networking and internet devices, including installation, configuration, and basic troubleshooting.

### ALMUTAKHASIS STORE FOR COMPUTER

2017 - 2018

#### MAINTENANCE AND SALES

##### Maintenance employee

- Worked in a maintenance center where I handled the diagnosis and repair of both hardware and software issues, ensuring reliable and efficient system performance.
- Involved in selling and assembling customized computer systems based on client needs and specifications
- Provided post-sale services including responding to technical inquiries, troubleshooting issues, and offering guidance to ensure customer satisfaction.