AHMED ALFALEET

Software Engineer | Technical Support Director

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Professional Summary

Software Engineer and Technical Support Manager with vast experience in software development, IT management, and technical support. Competent in designing and developing software solutions, managing technical staffs, and solving complicated problems. Has a blend of technical proficiency and excellent leadership qualities. Recently graduated in Software Engineering with a keen interest in technological innovations.

Technical Skills

- **Programming Languages:** Java, C#, VB.NET, C++, Python, JavaScript, TypeScript, HTML, CSS
- **Databases:** PostgreSQL, SQL Server, MySQL, Oracle, SQLite, Database Design & Query Optimization
- **Frameworks & Platforms:** ASP.NET Core, Entity Framework Core, React, Node.js, Docker, Linux
- **Tools:** Git & GitHub, Visual Studio, VS Code, JetBrains IDEs, Figma, Virtual Machines, Microsoft Office
- **AI & Computer Vision:** Machine Learning, Deep Learning, Computer Vision (OpenCV), Arabic NLP (AraT5), Text Summarization, OCR (Tesseract), Image Processing, Face Recognition
- **Technical Support & IT:** IT Support, Technical Troubleshooting, Hardware & Software Maintenance, Client Support, Linux Administration, Network Troubleshooting
- **Leadership:** Team Leadership, Project Coordination, Problem-Solving, Decision-Making, Cross-Functional Collaboration

Work Experience

Trainee, Human Resources Development Department **National Oil Corporation (NOC) |**
Tripoli, Libya | Jun 2026 – Sep 2026

- Worked on the design and development of a workflow management tool to manage the process of transfer, secondment, and assignment of employees.
- Conducted data cleaning and analysis to improve data quality and reliability.
- Improved data reporting dashboards for better visualization and decision-making.
- Contributed to HR development and administrative processes across cross-functional teams in the oil and gas industry.

Technical Support Director **ShwehdiSoft Co. (software development and POS solutions) |**
Tripoli, Libya | Nov 2020 – Nov 2026

- Has played an important role in the expansion of the organization as one of the leading POS and software providers in Libya, catering to more than 4,000 customers, some of whom are international.
- Advanced to become The Technical Support Director, heading the technical support team.
- Assisted in software development using VB.NET and SQL databases as well as assisted in sales operations.
- Managed technical support throughout company departments and service centers.

Technical Support Specialist **Tripoli Technology Tower Co. (IT and technical support) |**
Tripoli, Libya | Mar 2018 – Apr 2020

- One of the company's earliest employees; delivered technical support to companies, institutions, and embassies in Tripoli Tower.
- Resolved technical issues for international firms, working across cultures and languages.
- Handled and troubleshot networking and internet devices.

Computer Maintenance Technician **Almutakhasis Store for Computer Maintenance and Sales |**
Tripoli, Libya | Jun 2017 – Feb 2018

- Diagnosed and repaired hardware and software problems to keep client systems performing reliably.
- Sold and assembled custom computer systems to client specifications.
- Provided after-sales support and resolved customer technical questions.

Projects & Research

- **Investly (Graduation Project):** Designed a platform for investments in Arabic that links investors with entrepreneurs or start-ups, encouraging digital transformation, entrepreneurial growth, and financial literacy.
- **NOC HR Workflow System:** Created a system for automating communication and tracking of employee transfer and secondment requests, as well as managing documents among different departments.
- **ORVIA — Intelligent Document Archive:** Designed an Arabic document archiving system featuring OCR, full-text search, and on-image result highlighting. Implemented Arabic text normalization to enable accurate searches regardless of diacritics or letter variations.
- **RISALA — Internal Messaging Platform:** Created a secure messaging system for private team communication, encrypted data protection, and confidential message history search.
- **Y.O.D.A – Your Optical Detection Assistant:** Developed a facial recognition & image analysis system Integrated intelligent face embeddings with image storage and search capabilities.
- **AlMohafed Management System:** Management system for Quran teaching centers to organize student records and track learning progress.
- **Image Compression Research & Implementation:** Researched and implemented a practical image compression application using lossless and lossy compression techniques, including Shannon–Fano, Huffman coding, LZW, and JPEG. Evaluated compression efficiency and image quality to understand the trade-offs between file size reduction and visual fidelity.
- **Arabic Abstractive Text Summarization Using AraT5v2:** Created a transformer-based NLP system using AraT5v2 to generate concise, coherent summaries of Arabic financial and investment texts while preserving their essential meaning.

Education

Bachelor of Software Engineering College of Computer Technology (CCTT), Tripoli, Libya | Graduated 2026

Certifications & Programs

- micro1 AI Interview Certification, Director of Technical Support (2026)
- EF SET English Certificate (C1)
- Aspire Leaders Program, Aspire Institute
- Samsung Innovation Campus (SIC), Artificial Intelligence Course

Languages

Arabic: Native

English: C1

Spanish: Basic