

# Ahmed Rafi SOFTWARE ENGINEER | IT SUPPORT

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📍 Umm Al Quwain, UAE

📅 2003/11/24

🌐 linkedin

🔗 github.com/a7mmdl

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## Professional Experience

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<b>Sales Officer</b> <i>Nissan Showroom (rostamani group)</i> Worked in the Nissan Showroom to detail the clients about the Car-features. Along with the tasjeel (registration of the car and number plate attachment and mulkiya issue)	2022/07 – 2024/03 UAE
<b>Customer support (call center)</b> <i>Beeh tandeef</i> My role was to handle client complains and inquires and to transfer the case to the official if needed and to solve the problem in real time (worked in both Night and Day duties)	2019/02 – 2021/05 United Arab Emirates
<b>Sales executive</b> <i>Emaar Properties</i> Worked as sales executive for Emaar properties for the launch of Arabian Ranches 3 project	2019/01 – 2020/01 Dubai, United Arab Emirates
<b>Administrator/Marketing</b> <i>Viewit Dubai</i> Working as admin and marketing where my tasks where to make various sales lists, managing and editing videos, managing campagins etc	2024/06 – present Dubai, United Arab Emirates
<b>Sales Executive (Temporarily job)</b> <i>Adidas outlet - Ajman (Al-jerf 2)</i> Worked as sales officers at Adidas Ajman outlet where my job was to sell the product by convincing the customers about features, offers, etc.	2022/05 – 2022/06 Ajman, UAE
<b>Admin/Administrator/IT support</b> <i>VIDA resort UAQ</i> Worked as IT Support to assist with troubleshooting and setting of the IT-infrastructure at the premises	2018/08 – 2020/02

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## Education

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<b>BEng (Hons) Software Engineering</b> <i>University of Bolton Academic Centre Ras Al Khaimah (UK Board) <a href="#">🔗</a></i>	2023/09 – 2024/05 Ras Al Khaimah, UAE
<b>BSc. (Hons) In Computing</b> <i>University of Bolton Academic Centre Ras Al Khaimah (UK Board) <a href="#">🔗</a></i>	2021/09 – 2023/05 Ras Al Khaimah, UAE
<b>SSLC board</b> <i>THE ENGLISH PRIVATE SCHOOL, UAQ <a href="#">🔗</a></i>	2008/08 – 2020/09 Umm Al Quwain, UAE

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## Skills

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### Car inspection/ After sales management

Have good car inspection and after sales management skills, having deep knowledge of UAE Used car market. As well as brief knowledge of Mechanical, electrical and body/paint inspection of the car

### Good car sales negotiation skills (Used car market deep understanding)

Have good sales negotiation skills

### IT Troubleshooting

L1 and L2 support solving skills, can fix normal computer issues, bugs, Internet problems, and other IT related affairs in an organization

### Operational management

Can manage or supervise daily office activities

### Ms excel

good knowledge of Ms excel, report generation, manage existing records and overall calculation formula used in excel

### Sales And Marketing

Slight experience in marketing and sales of any type of product.

### Web development

Can Design, develop and deploy dynamic and static web-applications.

My areas of expertise are HTML, CSS, js (React.js, Next.js, Django, PHP, MySQL), Tailwind CSS and Bootstrap.

### After sales management (Automotive industry)

Good automotive after sales knowledge (Car registration, insurance number plates etc)

### Communication

Excellent written and verbal communication skills  
Confident, articulate, and professional speaking abilities

### Ms word

Great knowledge of documentation building and creative design report in Ms word

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## Certificates

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### BEng (Hons) Software Engineering

UK ACCREDITED DEGREE

### UAE Codes

UAE Government authorized certificate

### Web Development Certificate

Web development online course certificate from "Great Learning"

### coders (hq) x Camb Ai Hackathon participation certificate

Participated in hackathon conducted by camb AI and coders (HQ) in Dubai, UAE

### SSLC board certificate Plus two & plus one

Certificate on completion of SSLC plus one and plus two (authorized secondary school leaving certificate, government of Kerala) Attested by Ministry Of Education, UAE

### Front-End Development certificate

Front end development online course certificate from "Great Learning"

### UAE driving license

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## Languages

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• Arabic

• Urdu/Hindi

• English

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## Projects

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### Hospital managements working website

*proper working website that runs and adds and retrieve data from and to the database, Done by using HTML, CSS, JS, PHP, MYSQL. PhpMyAdmin*

2023/02 – 2023/04

<p><b>AI-Chatbot made using UAE-TII's LLM (tiiuae/falcon-7b-instruct Model) <a href="#">↗</a></b>  <i>Made and hosted a Chatbot on streamlit-app that uses AI and using falcon 7b instruct large language model which responds to the users questions from its datasets. Made by using python and its libraries. Used Streamlit, langchain, huggingface_Hub.</i></p>	2023/08 – 2023/09
<p><b>Bank Management Website (online banking)</b>        Built a full stack website using Django which incorporates all the online banking functions such as (Deposit, withdraw, fund transfer, issue loans, limits on fund transfer, admin database management, payment gateway for repayment of loan, checking transaction history using date ranges and graph for visualization.</p>	2024/01 – 2024/03
<p><b>Attendance Management System</b>        Made attendance management system project using Html, css, js and Php as backend and MySql database, that integrates all the user in educational institutes and records/store all the attendance data securely.</p>	2023/11 – 2023/12
<p><b>Hospital management system (Terminal Application)</b>  <i>Python code For managing Hospital management system</i></p>	2021/09 – 2021/11
<p><b>E-commerce website</b>  <i>E-commerce website using Django with Sqlite Database and stripe for payment gateway.</i></p>	2023/12 – 2024/01
<p><b>Car Prices Prediction Machine Learning Model</b>        Made car prices prediction linear regression machine learning model which uses Python libraries like sklearn, seaborn, matplotlib, and pandas to predict car prices. Data preprocessing involved cleaning, encoding, and scaling features. Exploratory Data Analysis (EDA) provided insights into feature relationships. A Linear Regression model was trained on preprocessed data and evaluated using metrics like Mean Squared Error (MSE) and R-squared.</p>	2024/03 – 2024/04
<p><b>Data Analysis</b>  <i>Data Analysis using Ubuntu operating system (terminal)</i></p>	2021/02 – 2021/04
<p><b>Database Management System</b>  <i>Created DBMS for our customer(Electronic store) using PhPMyAdmin [MariaDB], Created, deleted, updated, viewing Tables and Details USING SQL QUERIES. Arranging details into 1NF, 2NF and 3NF forms</i></p>	2022/02 – 2022/04
<p><b>Data visualization</b>  <i>Used Python libraries to load and show visualize data in forms of graphs, plots, etc. Experience in using multiple data visualization tools (Power BI, Data wrapper)</i></p>	2023/03 – 2023/04