

ASAAD AL-SHARIF

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• [LinkedIn Profile](#)

SUMMARY

Accomplished Technical Account Manager and Full-Stack Developer with proven expertise in delivering tailored web applications and innovative business solutions. Adept in PHP, Laravel, and networking, with a solid foundation in system and network engineering. Proficient in collaborating with cross-functional teams to ensure project success, maintain high client satisfaction rates, and drive business growth. Committed to continuous learning and technology innovation.

PROFESSIONAL EXPERIENCE

Technical Account Manager , Josequal For Software Solutions **Jan 2022 - Present**

Presented tailored solutions to secure long-term contracts, improved supply chain communication, and managed client relationships to maintain high retention and satisfaction rates.

Accomplishments:

- Presented tailored solutions and demos to potential clients, securing long-term contracts.
- Enhanced supply chain communication and tracking, ensuring timely updates and project alignment.
- Managed client billing, technical support, and contract renewals, achieving a 90% retention rate.
- Delivered project designs with a 95% customer satisfaction rate.

Web Developer, Josequal For Software Solutions **Feb 2020 - Jan 2022**

Developed dynamic web applications using PHP, Laravel, and JavaScript, integrated secure e-commerce systems, and optimized website performance to meet client requirements.

Accomplishments:

- Built and deployed 10+ dynamic web applications using PHP, Laravel, and JavaScript, enhancing user engagement.
- Collaborated with designers and clients to deliver customized, engaging web solutions.
- Integrated e-commerce platforms with secure payment processing systems.
- Optimized website performance, resolving 90% of reported issues within SLA timelines.

Store manager, Retail Group-Jordan **Jan 2018 - Dec 2019**

Increased revenue through effective leadership, improved customer satisfaction, and enhanced team productivity with strategic training and mentoring.

Accomplishments:

- Boosted store revenue by 15% through effective team leadership and strategic product placement.
- Resolved complex customer disputes, improving satisfaction scores by 20%.
- Trained and mentored staff, achieving a 25% increase in team productivity.
- Fostered positive relationships with customers and executives to enhance team morale.

EDUCATION

Bachelor of Computer Science

Zarqa University

- Specialization in Advanced Computing and Software Development.
- Relevant coursework: Operating Systems, Artificial Intelligence, Computer Networks, and Web Development and Mobile Application Development.

Networking and Systems Engineering

Hashemite University

- Focused on Network Administration, Systems Security, and IT Infrastructure.
 - Relevant coursework: Network Design, Operating Systems, and Systems Architecture.
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COURSES & CERTIFICATIONS

- IBM Cybersecurity Analyst Professional Certificate (May 2022)
 - Google IT Support Certificate (Jun 2022)
 - Web Development Masterclass - Online Certification Course (Dec 2021)
 - Full Stack Development Track (Nov 2020)
 - CCNA Security (Feb 2016)
 - CCNA R&S: Connecting Networks (Feb 2016)
 - CCNA R&S: Routing and Switching Essentials (Feb 2016)
 - CCNA R&S: Scaling Networks (Feb 2016)
 - Partner: NDG Linux Essentials (Feb 2016)
 - CCNA R&S: Introduction to Networks (Feb 2016)
 - IT Essentials: PC Hardware and Software (Feb 2016)
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STRENGTHS AND EXPERTISE

- **Technical Skills:** PHP, Laravel, JavaScript, Ajax/JSON, HTML5, CSS, Java, WordPress, Object-Oriented Programming (OOP).
- **Soft Skills:** Communication, Leadership, Problem-Solving, Teamwork, Presentation, Negotiation.
- **Tools:** Git/GitHub, Google Analytics, Trello, CMS Platforms.
- **Languages:** Arabic, English.
- **Other Skills:** Project Management, Quality Assurance, Operating Systems