

Ali B. Abdallah
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SKILLS:

- Multi- Lingual- 5 dialects in Arabic.
- HTML
- CSS
- JavaScript
- WordPress
- Customers Service
- Excellent written and verbal communication

QUALIFICATION:

- **9+ years of customer service experience grant me the ability to easily communicate completely with clients and fellow employees to establish the necessary requirements to complete projects in a professional and timely manner.**
- **Problem solving and patience is a skill that I developed in my years of working in different types of work environments.**

EDUCATION:

Undergraduate Degree:

Associate Degree in Real Estate
American Public University

May 2024
Charle Town, WN

Graduate Degree:

Grossmont High School

June 2013
El Cajon, CA

Certifications:

Medical Assistant Certification - 2016

EMPLOYMENT HISTORY

ERA Solutions/WPConnects | Remote

Oct 31 2022 – Jan 20 2023

WordPress Developer - Intern

Trained in the understanding and proficiency of WordPress technologies. Delivery of scalable website development systems to end users. Daily tasks consisted of practicing design implementation, Agile and Scrum concepts, debugging, c-panel use, database setup, tools and techniques applicable to WordPress, GitHub use, search engine optimization, Jira and Kit applications, and team project building. Skilled and experienced in business communication and team building in professional environments.

- Hands-on learning with expert mentors during labs, prep, project wizard and naming, fundamentals, test work
- Information gathering; prioritize tasks, determine scope of the project, development, test and deployment, and project life cycle
- Analyze user requirements for manageable objectives and outcome
- Set up WordPress locally and remote connected to host servers
- Forward thinking; envision system features and functionality
- Develop and test WordPress Sites to ensure continuity
- Ensure a detailed design documentation
- Identify and resolve technical issues during the build, test, and management phases
- Provide deep understanding and expert knowledge on WordPress suite applications
- Always learning to have extensive development knowledge and experience
- HTML, CSS, Knowledge of agile and waterfall
- WordPress: Elementor. UI/UX analysis and design according to the requirements of a client.
- Agile and waterfall development, Completed a 4-page WordPress website built from start to finish. Customer service.

US Army – Unit 353

January 2020-Current

Translator / interpreter

- Responsible for overseeing a team of 80+ soldiers throughout daily duties.
- Data specialist updating soldier's daily duties and information.
- Trained over 900 soldiers to deploy to the Middle East.
- Responsible for maintaining personal training records.