

Saad Aldahlawi

📍 7859 Abbas Ibn Mirdas, Golden Belt, Alkhubar, 34438 (SA)

✉ Saad@dahlawi.com

☎ 0507769977

📝 Professional Summary

For an approximate period of (4) years working as a Software Support professional with NCR Corporation, helped me develop excellent and great analytical, problem-solving, troubleshooting and leadership skills that fulfill and exceed job requirements in the field of Information Technology, where certain skills are required to learn, grow and adapt to the work environment. Was granted the special occupation visa (H1B) in United States and promoted to a senior level when I was transitioned to Atlanta for building a new team at NCR Global-headquarter.

📁 Employment history

Software Support Engineer, NCR Corporation. Atlanta, Georgia

Sep. 2016 – Jun. 2020

- Primary responsibilities include the troubleshooting and analysis of application code and configuration settings in order to solve Production issues
- Creating and maintaining down stream mapping configuration files and running Informix and Oracle database queries
- Take ownership of assigned critical and escalated production events as a point of escalation and provide technical analysis and insight
- Perform primary and secondary on-call duties during business and after-hours
- Enhancing internal tools that are used by peers for data gathering using (PHP and Python) scripts to improve efficiency and analysis of production issues
- Involved in training and on-boarding new team members with continues role in mentoring peers
- Practice and improve on Best Practices to ensure compliance and quality assurance
- Directly support Operations Center, Customer Service and Product Management
- Collaborative approach to solution generation
- Document Technical Support standards and technical procedures in reference to troubleshooting, diagnosis and resolution of issues

🎓 Education

California State University Northridge, Northridge, California

Bachelor of Science, Computer Information Technology, May. 2016

🔧 Skills

Linux/Windows

Perforce/Git

SOAP/XML

Splunk

Confluence/Jira

Troubleshooting

Rest/API

Leadership

Python

Oracle/Informix SQL

🌐 Languages

Arabic

English