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# Alex Hani Jwijat

## Summary

Director of Information Technology with 5+ years of experience in network administration, troubleshooting, and PC hardware/software. Skilled in using programming to automate tasks and procedures; managing functional and technological application support to achieve customer satisfaction. Technical expert in strategic direction, practical implementation, and data security initiatives. Proven ability to build positive relationships with customers and oversee complex, high-value technical projects. Strong planning competencies, analytical skills, and ability to solve complex problems. Seeking to leverage knowledge and abilities in a new position with a growing team.

## Work History

### Shannon Oh Jamison, DDS – I.T. Management

Yorba Linda, CA

01/2023 – Current

- Built and managed the office's computer systems and technology infrastructure, ensuring optimal functionality and security.
- Coordinated with outside vendors to ensure the office's technology remained up-to-date and implemented new systems to improve office efficiency.
- Diagnosed and resolved issues with the office's computer systems and software, providing exceptional technical support to office staff and patients.
- Proficient in a range of software and tools, including Eaglesoft, Doctible integration, Schick X-Ray software (integration with ES), Intraoral cameras (various brands), etc.

### Akera LLC – Partner | Software Developer & I.T. Manager

Chino, CA

02/2021 – Current

- Managed and oversaw projects, collaborating with clients to design, develop, and implement software applications that addressed their specific business needs.
- Built web applications from scratch and optimized existing ones to ensure optimal performance.

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## Skills

- I.T. Management
- Documentation management
- Computer construction
- Program development
- Budgeting
- Remote testing and assistance

## Languages

- English – Fluent
- Arabic – Fluent

## Education

### Mt San Antonio College

Walnut, CA

- Studied Computer Science and Engineering (2 Years)

### HarvardX

(Online Courses)

- CS50 – Introduction to Artificial Intelligence with Python

### Ruben S. Ayala High School

Chino, CA

05/2018

## High School Diploma

- Professional development completed in Computer Engineering
- Member of STEM Robotics Club

- Worked on various projects ranging from e-commerce websites to financial applications.
- Managed project timelines, budgets, and resources, ensuring timely and efficient delivery of services.
- Worked with clients to identify their business goals and objectives and developed customized solutions to help them achieve their goals.

**Jamison Empting Cronin, LLP - Director of Information Technology**

Chino, CA

09/2019 - Current

- Operated under File&Serve and NetDocuments frameworks to efficiently organize legal documents for the firm
- Created programs that automate time-consuming and repetitive tasks, establishing a highly efficient workplace
- Developed, tracked and controlled information technology operating budgets and cost and benefit analyses for IT spending initiatives
- Implemented, created and tested disaster recovery and business continuity plans and maintained appropriate back-up system
- Identified opportunities for application optimization, redesign and development.
- Documented and analyzed processes and procedures and adhered to regulatory guidance
- Deployed, monitored and maintained system installation, upgrades, and network integration to maintain HIPAA level security and compliance

**Kevin Jamison Law, LLC - Computer Technician**

Chino, CA

09/2018 - 09/2019

- Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff
- Answered calls and emails at the company's help desk, assisting employees and customers with troubleshooting computer issues
- Patched software and installed new versions to eliminate security problems and protect data
- Used diagnostic tools to identify hardware failures and replace non-functional components
- Linked computers to network and peripheral equipment, including printers and scanners, etc.
- Backed up company data on a regular basis
- Configured devices to set up workstations for employees
- Explained technical information in clear terms to non-technical individuals to promote better understanding

## **Freelancer - Web Developer**

Chino, CA

06/2016 - Current

- Created eye-catching and functional digital design concepts across various platforms to strengthen company brand and identity
- Designed sites to be compatible with top browsers, including Firefox, Chrome, and Safari
- Designed, implemented and monitored web pages and sites for continuous improvement
- Implemented Google Campaigns and SEO for various types of websites
- Used programming capabilities in PHP, SQL and JavaScript and other libraries as needed
- Converted mockups into HTML, JavaScript, AJAX and JSON
- Created site layout and user interface using HTML and CSS practices

## **Freelancer - Graphic Designer**

Chino, CA

02/2015 - Current

- Created informational videos for use in prototype testing and manufacturing optimization
- Used Adobe Illustrator and Adobe Photoshop to develop product mockups and prototype designs
- Developed creative design for marketing packages, including print materials, brochures, banners, and signs
- Put together videos for social media, advertising, and informational purposes
- Researched trends and projected recommendations to the client, capitalizing on emerging opportunities
- Designed website layouts, templates, logos, and unique branded looks