



RAMI ALADDIN ELSHAL

Software Developer



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Abudhabi , UAE



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[linkedin.com/in/rami-elshal](https://www.linkedin.com/in/rami-elshal)



github.com/RamiElshal

Languages

Arabic

Native

English

Fluent

Certificates

- FileMaker Developer Expert [↗](#)
- Agile Software Developer Nanodegree
- Batch Script Programming Crash Course (CMD)
- CCNA
- Certified Ethical Hacking Associate
- ITIL Foundation
- The Complete SAP Analytics Cloud Course 2022
- Custom Apps using Dynamics 365
- Data Analysis by Microsoft and LinkedIn [↗](#)
- App Developer for Claris Connect Expert [↗](#)
- Cybersecurity Policy Foundations - INFOSEC
- Google Cloud Digital Leader Training
- Responsive Web Design
- Claris FileMaker Server Administrator
- Build A Search Engine With Python: Computer Science & Python
- HTML & CSS - Certification
- Power Automate Workshop

Education

Bachelor of Information Technology, AL-Kawarizmi University

2011 – 2015

Abudhabi,
United Arab Emirates

Professional Experience

System Support Engineer / Sr. FileMaker Developer,

Gulf Extrusion / Alghurair Group

2018 Oct – 2024 Oct
Abudhabi,
United Arab Emirates

- **Custom Application Development:** Developed and maintained FileMaker applications and Oracle PL/SQL procedures, focusing on quality assurance through comprehensive testing and troubleshooting for optimal performance. Utilized C#/Unity for custom applications and system integrations.
- **Microsoft Power Tools Expertise:** Leveraged Microsoft Power Automate, Power Apps, and Power BI to streamline workflows, automate business processes, and enhance data analysis. Integrated CRM systems, including Dynamics 365, to support operational efficiency.
- **ERP and SAP Integration for Business Process Automation:** Designed and implemented automated workflows using Power Automate for seamless integration with SAP, Dynamics 365, SharePoint, and custom databases. Configured custom connectors and APIs to facilitate process automation across enterprise platforms.
- **QA Process Improvement:** Enhanced project delivery and product quality by integrating test planning, execution, and defect management processes across multiple projects.
- **System Integration and Testing:** Conducted rigorous end-to-end testing to validate data flow, interoperability, and functionality when connecting third-party databases and REST APIs, ensuring smooth integration with ERP systems like SAP and Dynamics 365.

System Weapons Simulation Engineer, Cubic Global Defense

Weapon Simulation System Integration and Development: Collaborated with managers to determine the role of IT systems in the organization, leading the integration of weapon simulation systems for training with firearms such as M4, M16, Cracal, Kalashnikov, and M2, establishing a unified, robust platform using Python, C++

2017 Sep – 2018 Sep
Zirco Island, Abudhabi,
United Arab Emirates

Simulation System Enhancement and Optimization: Developed and implemented strategies to enhance the functionality of existing weapon simulators, focusing on improving realism, accuracy, and interactivity of simulations for military firearms training using Python, C++.

- **Installation and Configuration of Simulation Systems:** Oversaw the installation, configuration, and customization of new simulation systems to meet the specific needs of military training programs, ensuring correct functionality for weapon simulation and operational conditions.
- **Quality Assurance Testing:** Led comprehensive QA testing to ensure the accuracy, reliability, and performance of weapon simulators before any training sessions, proactively identifying and resolving any issues to uphold system quality.
- **System Validation and Technical Compliance:** Conducted extensive system testing to validate that simulation systems for firearms, such as M4, M16, Cracal, Kalashnikov, and M2, met all technical requirements, ensuring proper functionality before deployment for training.
- **End-User Training and Support:** Trained military personnel on the operation of weapon simulators, developed detailed instructional manuals, and provided troubleshooting guides to ensure smooth operation and effective training sessions.

Software Developer & Support, Louzan Group

2016 Aug – 2017 Oct
Alain, Abudhabi,
United Arab Emirates

- **Custom Application Development:** Designed backend services with QA testing for a large-scale ticketing platform, optimizing system for real-time performance demands.
- **Security and Quality Assurance:** Implemented rigorous security and QA protocols to ensure data protection and software reliability.
- **Database Optimization:** Created and maintained MySQL and PostgreSQL databases, optimizing them for high availability and low-latency queries.
- **Project Management:** Led multiple back-end projects from concept through to production, collaborating with front-end, product to ensure timely delivery.
- **Automation and Workflow Improvement:** Automated key workflows, reducing manual processes and enhancing operational efficiency.
- **Collaboration with Teams:** Worked with cross-functional teams to ensure a seamless user experience across the platform.

Projects

Technical Documentation for API Integrations (Freelance)

2011 Jul – 2019 Aug

Wrote detailed technical documentation and user guides for a complex API integration project, ensuring easy adoption by developers and reducing onboarding time.

E-Commerce Platform API (Freelance)

2013 Apr – 2016 Jul

Developed and documented a Python-based RESTful API to support an e-commerce platform, enabling secure and scalable transactions and communication between users, products, and payments.

Publications

The proliferation of artificial intelligence (AI) technology, LinkedIn [✉](#)

2023 Jan 12

Skills

- Languages: FileMaker, Python, JavaScript, HTML
- Databases: MySQL, PostgreSQL
- Dynamics 365, Contact Center Tools & Scripts
- Multitasking & Time Management
- Collaboration: Cross-functional teamwork, training, and project leadership
- Documentation: API documentation, user guides, technical writing
- QA & Testing: Test Case Design, Defect Tracking (e.g., Jira), Automated Testing Tools (e.g., Selenium)
- Service Desk & Ticketing Systems
- Troubleshooting: Debugging, system optimization, bug fixes



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Abudhabi/Alain/Dubai/Remote, UAE