



JAD AMER

MOBILE QUALITY ASSURANCE ENGINEER

 Dubai, United Arab Emirates

 0522726746

 jadaamer@hotmail.com

ABOUT ME

Motivated Mobile Field Test Engineer with 5 years of various technologies experience. Effective communicator to all stakeholders with proven expertise in B2B/B2C relations, corporate-level support, troubleshooting, and quality assurance.

EDUCATION

BACHELOR OF TECHNOLOGY

AEU (Arab European University) / Damascus / 2014

Informatics Technology, Software Engineering.

HIGH SCHOOL

Syrian Middle Industrial Institute / Damascus / 2008

Computer Technology

LANGUAGES

ARABIC

ENGILSH

SKILLS

PERSONNEL MENTORING

CUSTOMER SATISFACTION

TEAM MANAGEMENT

TIME MANAGEMENT SKILLS

PROJECT ORGANIZATION

COMMUNICATIONS

CREATIVE PROBLEM SOLVING

PROJECT MANAGEMENT

WORK EXPERIENCE

SAMSUNG ELECTRONICS GULF
Dubai
Jan 2018 - Present

Field Testing Engineer (Mobile Quality)

As Field Test Engineer, I am managing the MR (Maintenance Releases) software of all Samsung mobile product in Middle East and South Africa.

Role and Responsibilities:

- Reviewing the changes of all MR in order to verify the new software/hardware changes.
- Cover and test the new applied services, technology and telecommunications network technologies (such Volte, VoWiFi and 5G) for GCC countries' operators.
- Test the new Samsung flagship models before unpacking.
- Managing the User Trial program of UAE by guiding and training the participants (Samsung employees) on new products, and technology used in mobile phones.
- Verifying local market requirements including language integrity, local operator and government regulations.
- Review Market's issues and verify the solutions.

EET GROUP (DUNKIN DONUTS)
Dubai
Oct 2015 - Dec 2017

Senior System\Web Engineer

- Provide technical support of marketing and analysis team.
- Planning, design, documentation, and implementation of various information systems to include servers, network equipment, and software applications.
- Manage web hosting and social networks platforms.
- Troubleshooting E-Commerce platform (Woocommerce, Magento).
- Create, develop and manage websites.

IGUANA ADVERTISEMENT
Dubai
Jul 2014 - Sep 2015

Social Media Marketing Manager

- Provide an expert support to the clients.
- Assets with managers and designers to deliver the company's image to customers.
- SEO (search engine optimization) and generation of inbound traffic
- Manage website hosting (locally\Cloud).
- Content management.
- Manage social media pages.