

# AHMAD ZUGHAYER

Technical Writer

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## EDUCATION

**10/2013 - 08/2017** **Philadelphia University, Jarash – Jordan**  
*B.Sc. in Computer Engineering*  
Important Courses: Logic Circuits, Data structure & Algorithms, Software Architecture, Database, Real Time Systems, C++, OOP, AI.

## EXPERIENCE

**02/2020 – 05/2022** **Jaffa.Net Software (Outsourcing - Intel Corporation), Jerusalem – Israel**  
*Technical Writer – Intel Client Computing Group (Intel CCG)*

- Communicated software, firmware and hardware bugs that affects Intel's technologies for Original Equipment Manufacturers.
- Prepared confidential Intel Converged Security and Management Engine release notes that includes different software, firmware and hardware versions of Intel's technologies.
- Managed updates cycles for user guides provided into Intel Converged Security and Management Engine releases.
- Managed updates cycles for Product Requirements Document of Intel Converged Security and Management Engine Platforms.

**06/2018 – 06/2019** **Hikma Pharmaceuticals, Amman – Jordan**  
*Service Provider (Intern) – Rebranding Project*

- Compiled currently approved artworks at health agency for Hikma's portfolio products.
- Verified data on the newly designed artworks (boxes, labels, and leaflets).
- Reflected the historical status for Hikma's portfolio products on the electronic regulatory document management system (EDMS) called RIMS.
- Verified product price lists.

**03/2016 – 02/2019** **Wa'ad Youth Organization, Amman – Jordan**  
*Manager & Counselor*

- Volunteered as English Tutor for 1-8th grades from refugee camps.
- Organized events and classes.
- Worked on an initiative to enhance the educational system.

## RELATED PROGRAMS

**01/2018 – 01/2019** **MIT ReAct Program, Amman – Jordan**  
15 students accepted out of 200 applicants. Program is 1 year long, consisting of 6 online courses, 10-15 hours per week. In addition, two weeks of workshops and bootcamps in computer and data science, innovation and entrepreneurship, and practical application of skills in internships.

- Data Science courses: Introduction to Computer Science and Programming Using Python, Introduction to Computational Thinking and Data Science Using Python.
- Edraak website courses: Success Skills and Self-improvement Specialization (The Six Themes of success, Time Management & Organization, Skills of Goal Setting & Self-Management, Communication Skills).

**08/2016 – 11/2016** **Pioneers Academy, Amman – Jordan**

- Web development training in Microsoft ASP.NET and Microsoft Basic MVC - Level 1, 2, 3 (86 hours).

## SOFTWARE SKILLS

Adobe Illustrator	● ● ● ● ● ●
Autodesk AutoCAD	● ● ● ● ● ●
EDMS	● ● ● ● ● ●
Microsoft Office	● ● ● ● ● ●
Perforce	● ● ● ● ● ●
GitHub	● ● ● ● ● ●
C++	● ● ● ● ● ●
Python	● ● ● ● ● ●

## PERSONAL SKILLS

Communication, written and oral skills.  
Conceptual and analytical skills.  
Problem-solving skills.  
Attention to details and diligent.  
Time management and organizational skills.

## LANGUAGES

Arabic	● ● ● ● ● ●
English	● ● ● ● ● ●