Disclaimer

For more details please request my full CV since it

Ijad Ahmad

Contact

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Languages

Englisch – Advanced (C1)
German – native
Arabic – native
Spanish ~ A1
Turkish ~ A1

Personal Profile

IT professional with a B.Sc. in Computer Science – mobile Applications and 5+ years of hands-on experience in IT operations, cloud environments, process automation, and IT-Support. Experienced in collaboration platform administration, automation workflows, and ITSM platforms. Combines technical depth with a consulting mindset and strong interpersonal skills, translating client requirements into practical, sustainable IT solutions.

Work Experience

2025 - present

Freelance Web Developer (Project-based)

- **Full-Stack Development:** Design, development and deployment of custom websites covering the full stack from frontend to production environment using modern web technologies, APIs, and database integration.
- **Frontend:** Responsive and user-friendly interfaces built with HTML5, CSS, and JavaScript tailored to requirements and branding.
- **Backend & API:** Server-side logic and REST API architecture enabling dynamic content delivery and client-server communication.
- **Database Management:** Design, implementation, and administration of MySQL databases including structured data modeling and query optimization, and secure data & access handling
- **Server & Deployment:** Web server configuration, maintenance, and security hardening for production environments.
- **Third-Party Integration:** Embedding open-source libraries and plugins to extend functionality based on project requirements.
- **AI-Assisted Workflow:** Utilization of AI-Tools to accelerate prototyping, improve code quality, and overall deployment efficiency.

03/2023 03/2025

Global Digital Technology & Innovation – CoE Product Lifecycle Technologies

- **Process Automation:** Design, testing, and implementation of workflow solutions using Power Automate
- **ITSM & Incident-Handling:** Processing requests and providing IT Support to ensure smooth business operations (e.g. Jira)
- **Jira Service Management:** Implementation and continuous updating of projects and forms for end-user service requests (service desk)
- **IT-Consulting:** Providing guidance and training for application usage, addressing technical questions, and suggesting suitable solution options based on requirements.
- **Intranet Maintenance:** Creation, updating, maintenance, and restructuring of pages and content
- **Knowledge Management:** Creation of documentations, guides, and newsletters to streamline knowledge transfer
- **User Onboarding:** Supporting and handling the onboarding process for new/international employees via ServiceNow and email
- T**emporary Additional Tasks:**
  - **Cybersecurity Support:** Identifying and removing outdated and external Azure accounts to enforce security and compliance policies
  - **AWS Backup Project:** Project management by taking on a coordination role, organizing meetings, documenting requirements, and facilitating communication between specialist teams.

04/2020 12/2022

Business Productivity Applications (Web- and Portal Solutions)

- **SharePoint Administration:** Managing access permissions, updating content, configuring settings & environment, and implementing user-friendly InfoPath forms to ensure a stable incident-based service request platform.
- **Archiving and Repair Processes:** Optimizing and automating the entire archiving workflow & process, as well as developing and deploying repair scripts.
- **Automation & Scripting:** Creating efficient workflow solutions using Power Automate, Nintex, and PowerShell scripts to reduce manual tasks and accelerate processes.

Skills & Used Technologies

Programming Languages:

C, C++, C#, CAML, Java, JavaScript, JSON, PHP, PowerShell (PnP), SQL, XML

Web Technologies:

CSS, HTML5, REST API

Databases:

MySQL

Web Servers & Hosting/Deployment:

Apache, XAMPP, FileZilla, SSH, SSL/TLS configuration

Development Tools:

Android Studio, Visual Studio, Azure DevOps, GitHub, Jorgejo

Workflow Automation Tools:

Power Automate, Nintex, RPA

Project Management and IT Service Management Tools:

Jira Service Management, ServiceNow, SAP Project System

Lifecycle Management Tools:
Polarion, Windchill

Collaboration and Productivity Tools:
NextCloud, Confluence, M365 & O365, SharePoint (Online), InfoPath, Visio

Operating Systems and Virtualization:

Linux, VirtualBox

Networking and IT Solutions:

Cisco, Citrix

Cloud Computing Platforms:

AWS

CyberSecurity Solutions:

CyberSecurity Monitoring & Enforcement

- Development of flexible, reusable scripts to customize and extend SharePoint solutions.

04/2020 12/2022

- **ITSM & ITIL Compliance:** Incident-based service management and asset management for service requests, including the transition from manual to automated operational processes.
- **Data Migration to M365:** Execution of on-premises to M365 migration projects using customized scripts.

IT Maintenance and Management

08/2018 03/2020

- setup and maintenance of the hardware infrastructure and software applications
- support and employee incident management
- administration of user and service management
- development of applications and solutions

Gastronomy staff

2016 Employment in a gastronomic establishment

System-administrator and IT-Support

Administration and management of the IT infrastructure including IT-Support in course of a one-year internship

2014

- Server & network maintenance
- IT-Support
- Electronics sales and setup
- Security system installation

Training and Qualifications

2023 - 2025	Acquired internal qualifications in platform administration (Jira Service Management, Polarion, Windchill) and completed regular trainings in domains such as Cybersecurity

Projects

2026	Development of a dynamic personal portfolio website paired with a custom admin panel for streamlined content management.
2019	Development of a progressive web app and native Android application for a mobile based start-up
2018	Independent development of a library management system for the website of a language school

Education

2017 – 2024	**Bachelor of Science.** **Computer Science – Mobile Applications**
2013 – 2015	**Vocational baccalaureate diploma.** **Computer Science**

Hobbies and Interests

In my spare time, I like playing several sports, such as calisthenics and beach volleyball. I enjoy socializing with friends and international people. I am currently practicing Spanish and Turkish, since I highly enjoy travelling around the world and connecting with people.