

# SHAHEN SROUR

Sharjah, UAE

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## PROFESSIONAL SUMMARY

Computer Engineering graduate (AUS, 2025) with frontend development experience seeking a versatile Computer Engineering role. Eager to leverage technical expertise in software-hardware integration, systems architecture, and application development to design robust, user-centric solutions and optimize technical infrastructure.

## PROFESSIONAL EXPERIENCE

**IT Officer (Intern) | May 2025 – June 2025**

**Sharjah Cooperative Society (Sharjah Co-op), UAE**

- **Enterprise Systems Administration:** Managed user access and system onboarding, gaining practical experience with SAP ERP architecture and enterprise data workflows.
  - **Technical Communication:** Bridged the gap between IT infrastructure and cross-functional teams by translating complex system functionalities and resolving user-facing software issues.
  - **Resource Provisioning:** Evaluated hardware and software requirements across departments, deploying targeted technical solutions to optimize daily operations.
- Incident Management:** Resolved 40+ technical incidents through systematic troubleshooting and root-cause analysis, minimizing system downtime.

## ENGINEERING PROJECTS

**Optiroute - Logistics & Dispatch Optimization System (Senior Design)**

*A full-stack delivery management platform designed to optimize last-mile logistics*

- **Algorithm Design:** Developed prioritization logic factoring in customer tiers, deadlines, and perishability to dynamically optimize last-mile delivery sequences.
- **System Optimization:** Engineered routing logic projected to improve fleet efficiency by 20% and significantly reduce overall delivery turnaround times.
- **Data Analysis:** Conducted technical cost-benefit analyses to validate the algorithm's real-world impact on logistics overhead.
- **Frontend Architecture (React.js):** Built an intuitive dispatcher dashboard allowing for real-time tracking, data visualization, and manual routing overrides.

**Enterprise GUI Development (Software Engineering Course)**

- **UI/UX Engineering:** Designed and implemented a responsive, multi-device frontend optimized for intuitive navigation, reducing user learning curves through clear data visualization.
  - **System Integration:** Collaborated heavily with backend teams to establish seamless API communication, ensuring accurate, real-time data synchronization across the application.
- Version Control & Agile Management:** Managed project repositories and feature branching using Git, maintaining strict team alignment and on-time milestone delivery.

## TECHNICAL SKILLS

- **Languages:** English (Fluent), Arabic (Fluent).
- **Software & Web Development:** React.js, HTML5/CSS3, REST APIs, Git, Version Control
- **Networking & Infrastructure:** Cisco Network Configuration (CCNA & CCNP Automation fundamentals), Windows Administration, Hardware Provisioning
- **Databases & Enterprise Systems:** SQL, SAP ERP (System Workflows & Access Management), Odoo ERP Architecture.
- **Engineering Methodologies:** Full-Stack Troubleshooting, System Integration, Agile Project Management, UI/UX Engineering

## EDUCATION

**Bachelor of Science in Computer Engineering | Aug 2021 – Dec 2025**

American University of Sharjah (AUS), Sharjah, UAE