

Almuthanna Shihab

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EXPERIENCE

College of Business Tech, NIU

DeKalb, Illinois

Technical Program Manager

September 2024 - Present

- Provided technical support to students and faculty, troubleshooting hardware, software, and networking issues
- Managed the rental laptop program, overseeing inventory, maintenance, and issue resolution
- Assisted with classroom technology setup and ensure smooth daily operations of the IT support desk
- Collaborated with team members to enhance IT processes and improve user experience within the College of Business

Alpha Baking Co., Inc

Chicago, Illinois

Systems Support Analyst

May 2024 - August 2024

- Developed and implemented automated processes using Python & SQL that reduced the amount of manual data entry by 40%. This not only streamlined workflows but also significantly increased accuracy and efficiency.
- As a result, the IT Department was able to resolve over 130 technical issues more quickly, leading to improved system performance and enhanced user satisfaction. Additionally, the time saved through automation allowed team members to focus on higher-value tasks, contributing to overall productivity gains and fostering innovation within the department.

Goldfish Swim School

St. Charles, Illinois

Deck Supervisor

July 2021 - September 2023

- Coached over 1,000 children aged 3 months to 12 years, improving swimming skills and confidence through effective teaching methods, patient instruction, and adaptability.
- Maintained pool safety by enforcing protocols, quickly responding to emergencies, and conducting regular checks, ensuring a secure swimming environment for children
- Supervised and ensured an efficient learning environment by equipping instructors, handling customer inquiries, and overseeing pool deck operations

PROJECTS

FilesMagic (<https://filesmagic.com>) - Full-Stack Developer | September 2024 - April 2025

- Developed and launched FilesMagic.com, a web-based platform for seamless file format conversions, including Word to PDF, PDF to Word, and image format conversions
- Built the platform using HTML, JavaScript, and Python, ensuring a smooth user interface and backend functionality
- Designed a responsive and user-friendly website that focuses on accessibility and efficiency
- Continuously enhancing the platform with new features and improvements based on user feedback and evolving technologies

Fresh Pantry (<https://www.freshpantry.app/>) - Full-Stack Developer | August 2025 - Present

- Developed a React Native iOS app to help users track pantry and fridge inventory efficiently
- Implemented barcode scanning and manual input features for quick item logging
- Designed expiration date reminders to reduce food waste and improve meal planning
- Integrated user-friendly notifications to alert users before items expire
- Conducted usability testing and iterated on feedback to enhance app experience

EDUCATION

Northern Illinois University

DeKalb, Illinois

Bachelor of Science, Computer Science

GPA: 3.61