

Ramey Fahal

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EDUCATION

University of Iowa | Iowa City, IA Anticipated Fall 2025
Bachelor of Arts in Interdepartmental Studies
Business Studies Track, Technology and Inquiry Emphasis

Western Governors University | Online Anticipated May 2026
Master of Science in Information Technology Management

RELEVANT COURSEWORK

Expected Courses from MSITM (May 2026):

Technical Communication, IT Management, Project Management, Current and Emerging Technology, Managing Technology Operations and Innovation, Technological Globalization, Financial Management for IT Professionals

Additional Completed Courses from Current Degree:

Computer Science Principles, Computer Concepts, Network+, Web Programming, Data Structures, SWE

SKILLS

Programming Languages: Java, Python, HTML, CSS, JavaScript, SQL

Applications & Tools: IntelliJ IDEA, Visual Studio Code, Smartsheet, Microsoft Planner, Microsoft Shifts, Power Automate, Advanced Excel

Technical Expertise: Network Infrastructure Management, Cybersecurity Compliance, Data Management and Analysis, IT Operations Management, Cloud Infrastructure, Virtualization

Project Management & Leadership: Project Planning, Risk Management, Agile Methodologies, Budgeting, Strategic Vision, Team Coordination

Communication & Collaboration: Technical Writing, Public Speaking, Stakeholder Engagement

Certifications & Credentials: CompTIA Project+ (In Progress), CAPM (In Progress), RTPM (In Progress)

Languages: English (Native), Arabic (Fluent)

WORK EXPERIENCE

University of Iowa | Enterprise Infrastructure | Iowa City, IA May 2024 – Present

IT Specialties Supervisor

- Led team of student employees managing university's network infrastructure, fostering continuous improvement and ensuring security and high performance
- **Fiber Verification Project:** Directed initiatives to validate and document campus fiber connectivity, enhancing network reliability and reducing downtime
- **IT Connect Enhancements:** Standardized and updated location data and equipment documentation campus-wide, streamlining operations
- **Student Onboarding Program:** Developed comprehensive guides and training resources that boosted team efficiency and accelerated student performance
- Drove process improvements and compliance policy development to secure data center operations

Walmart Inc. | Iowa City, IA May 2019 – May 2021

Customer Service Manager (CSM)

- Supervised 30+ associates, streamlining operations across multiple departments
- Trained staff in safety protocols and operational efficiency, increasing team performance
- Enhanced customer satisfaction by resolving complex service issues efficiently

INVOLVEMENT

National Society of Black Engineers (NSBE) August 2023 – Present

Building Industry Consulting Service International (BICSI) November 2024 – Present