

## Contact

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## Top Skills

Computer Programming  
Computer-Aided Design (CAD)  
Business Analysis

## Certifications

Social and Behavioral Research -  
Basic/Refresher  
Bravo Zulu  
Biomedical Research - Basic/  
Refresher  
Bravo Zulu

# Sadam Alqadi

IT Operations & Infrastructure Specialist | Enterprise IT | FedEx  
Supply Chain | Data Science & ML Background | Doctoral Candidate  
in Data Science at UNT

Irving, Texas, United States

## Summary

IT Operations and Infrastructure professional with 7+ years of experience supporting enterprise environments across logistics, telecommunications, and academic sectors. Currently working at FedEx Supply Chain, where I collaborate with cross-functional IT teams to deliver system administration, technical support, infrastructure maintenance, and security for business-critical networks and systems.

I hold a Master's degree in Data Science from the University of North Texas and am an active AI and Machine Learning researcher, with research focused on artificial neural networks for emotion recognition using face detection. My academic and professional background has strengthened my expertise in machine learning, data analysis, data visualization, and data mining, with Python as my primary programming language.

In addition to my industry role, I have experience as a Graduate Teaching Assistant, supporting applied machine learning coursework and mentoring students on technical concepts, data-driven problem solving, and analytical thinking.

I am passionate about bridging enterprise IT operations with data science and AI, applying advanced analytics and machine learning techniques to solve real-world problems, improve operational efficiency, and create meaningful value for organizations and society. I am particularly interested in roles that combine IT infrastructure, systems operations, and intelligent data-driven solutions.

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## Experience

FedEx  
IT Support Specialist

June 2022 - Present (3 years 11 months)

Dallas-Fort Worth Metroplex

FedEx Logistics

System Administrator

August 2023 - December 2024 (1 year 5 months)

United States

University of North Texas

Graduate Teaching Assistant

January 2023 - June 2023 (6 months)

Denton, Texas, United States

- Teaching Assistant for INFO 5505 - Applied Machine Learning for Data Science.
- Teaching and grading students with concepts of Machine Learning, Data Analysis and Data Visualization.
- Work with Canvas for grading students' assignments and projects.

Skills: Machine Learning · Data Analysis · Data Visualization · Data Mining · University Teaching · Presentations · Python (Programming Language)

CTDI

Test Engineering Technician

March 2021 - February 2023 (2 years)

Dallas-Fort Worth Metroplex

Asurion

Field Mobile Tech Sales Expert

February 2020 - August 2020 (7 months)

Dallas, Texas, United States

SMS InfoComm (Czech) s.r.o.

Computer Specialist

July 2019 - May 2020 (11 months)

Grapevine, Texas, United States

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## Education

University of North Texas

Master's degree, Data science · (January 2021 - December 2023)

The University of Texas at Arlington

Bachelor's degree, Computer Science · (March 2018 - April 2020)

Dallas College

Associate of Science - AS, Information Technology · (March 2016 - December 2018)

Al al-Bayt University

Computer Information System, Computer Science · (January 2010 - October 2024)