

PERSONAL DATA

D.O.B.: 26/6/1986 Marital status: Married
Driving License: Available IQAMA: Transferable

PERSONAL SUMMARY

Innovative IT professional offering vast experience leveraging software engineering and DevOps methodologies to deliver highly effective and creative solutions to business and technology challenges. Utilizes highly attuned analytical skills to develop IT and business strategies employing cutting-edge technologies to increase productivity. Consistently drives high standards of service through effective project management, communication, and strategic planning to develop and manage strong client relationships. Highly organized with strong capacity to prioritize workload, delegate deliverables, and steer project completion within established deadlines.

ACADEMIC QUALIFICATION

Software Engineering
Arab International University

SKILLS AND COMPETENCIES

- ✓ Fluent in Reading, Writing and Speaking English.
- ✓ Experience as a Team Leader for projects and systems migrations.
- ✓ Excellent customer facing skills.
- ✓ Competitive, efficient and very Proficient.
- ✓ Expert in most web platforms and e-commerce platform.

WORK EXPERIENCE

Clear Vision, Riyadh, Saudi Arabia
as IT Project Manager

Jan 2016 – Present

- Managing the open projects (Google Enterprise Solutions, Web portals, Mobile Applications and Custom Solutions).
- Evaluate client needs and assist in drafting proposals for new business / projects.
- Provide discipline, technical expertise and recommendations in assessing and implementing new software projects.
- Provide routine reports to clients and management on status of project tasks and associated deliverables.
- Gather and document client requirements to establish project scope and approach.
- Configure and deploy G Suite for Business for enterprise customers.
- Migrate users, groups and data from legacy systems to Google Apps for Business.
- Provide end-user training and/or support as required per project scope.
- Maintain, analyze, and troubleshoot performance of deployed solutions.
- Assist client technical resources with application configuration and management.
- Cloud Services Support: Google for Work (G Suite), Office 365.
- WHMCS Administrator: Hosting (WHM, cPanel and Plesk) and domains management.
- SEO Services, Google AdWords, Google Analytic.
- ActiveCollab Administrator.
- Microsoft Azure Junior Support.

as IT Operations Manager

Feb 2017 – Aug 2017

- Direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines.
- Provide deployment planning and implementation as well as technical consulting for G Suite Projects, Office 365 and Azure Projects.
- Supervising the outsourced\sub-contracted projects.
- Consult with users, management, vendors, and technicians to assess computing needs and system requirements.
- Review and approve all systems charts and programs prior to their implementation.
- Identify and qualify new business opportunities.
- Contribute in the process of opening new business channels, and partnerships inside and outside the country.
- Prepare sales quotations and formal proposals.
- Develop and articulate a compelling value proposition to clients.

AIMS International Training & Consulting, Riyadh, Saudi Arabia

Aug 2016 – Sep 2016

Mobile Maintenance Trainer, Contract

- Trainer of Trainers (TOT).
- Mobiles Software and Hardware Trainer.

Alomar Furniture, Riyadh, Saudi Arabia

Mar 2014 – May 2016

Social Media Manager, Part-time

- Defining content strategy, communication style, and control the execution of calendar content.
- Reviewing and monitoring the daily community management activities, posting, responding to feedback, questions, and complaints.
- Reviewing the monthly social media analytics and campaigns reports.
- Creating & Implementing paid media plans, advertising and optimization on Facebook, Twitter, Instagram.
- Selecting the tools and apps that will be used to perform tasks
- Planning and budgetary control of client digital marketing
- Manage online campaigns in Twitter, Facebook and Instagram.

Virtual Integrated Projects, Riyadh, Saudi Arabia

Jan 2013 – Dec 2015

IT Supervisor

- Virtual Reality Project Manager (virtualtour.sa).
- WHMCS Administrator.
- Opencart, Joomla and WordPress Developer.

Syria International Islamic Bank, Damascus-Hamah, Syria

Feb 2012 – Oct 2012

Technical Support Engineer

- Intranet website developer.
- Bank websites webmaster and developer.
- Acronis Disk Director and True Image installation and configuration.
- Responsible for networking, installation and maintenance services.
- Supporting users and network administrators over the telephone, Helpdesk and by email.
- Networking and providing support for Windows issues.
- Travelling to bank branches sites to help with installs, deployment, and troubleshooting.
- Installing and operating Windows desktop, server OS, applications and Microsoft products.

- TCP/IP networking and hardware maintenance and repair.
- Assisting the network manager with support requests.
- Ensure computer hardware is safe & complies with health and safety legislation.
- Applying patches in accordance with company procedures.

Khallouf Trading Co. L.L.C – CAR's AND MOTORCYCLES MANUFACTURIN, Hamah, Syria
IT Engineer

Aug 2011 – Aug 2012

- Installing and configuring computer hardware operating systems and applications.
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
- Setting up new users' accounts and profiles and dealing with password issues.
- Monitoring and maintaining computer systems and networks
- Providing support, including procedural documentation and relevant reports.

Authority of Hama Province, Hamah, Syria
Technology and Communication Expert

Sep 2011 – Feb 2012

- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks
- Providing support, including procedural documentation and relevant reports.
- Local Administration Elections Data Entrance Supervisor - Oracle environment.

CERTIFICATES

- ✓ **Certificate of Thanks, King Abdullah Intl. Foundation** Contributed to the success of the project design and implementation of the foundation's mobile app.
- ✓ **Certificate of Thanks, TeachArabia®** Leading the success of joint projects between Clear Vision and TeachArabia.
- ✓ **Course Complete, Microsoft Azure – Modernbiz tech series.**
- ✓ **Course Complete, Google** Google Apps Administrator Fundamentals.
- ✓ **Recommendation Letter, AIMS.**
- ✓ **Certificate of Thanks, SIIB** Design and implement a complete new intranet website.
- ✓ **Certificate of Thanks, SIIB** Restore Bank website, fix and operate in very short time after hacker attack.