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IT Manager Director
& Digital Transformation Consultant
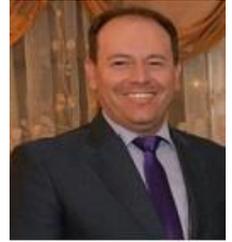
Professional Profile

- Serving as a manager director for education and information technology in ministry of education.
- Serving in Directorate of Cyber Security & Information Technology / Jordan Armed Forces and retired in Rank **Brigadier General.**
- Supervising and evaluating cybersecurity, information technology and digital transformation operations according to objectives placed, Testing & Evaluating ERP systems, SAP enterprise & MS Dynamics.
- Participate in the development of strategies, public policies, cybersecurity systems, information technology and Digital Transformation in the Jordanian Armed Forces and the Government of the Hashemite Kingdom of Jordan.
- Analyse the business requirements of all departments in the Jordanian Armed Forces to determine their technology and system's needs.
- Computerization, digital transformation, technical support, and work to ensure the security and confidentiality of this information through the cybersecurity strategies and policies.
- Working on global logistics programs (NATO standards) and aligning them with the general supply and stock management systems that were developed in Jordanian Armed Forces.
- Managing all Information Technology (IT) and Cybersecurity activities related to business and mission critical infrastructure; responsible for developing, implementing and monitoring a strategic, comprehensive enterprise cybersecurity and IT risk, management program; providing the vision and leadership necessary to manage the risk to the organization and will Ensure business alignment, effective governance, system and product confidentiality, integrity and availability.
- Ensure smooth operations to support all business process implementation needs in cybersecurity and Information technology, cybersecurity infrastructure management and information technology through teams of specialists.
- Managing day-to-day IT operations, including performance management and monitoring plans and metrics Develop, recommend improvements to infrastructure, develop and implement and ensure compliance with policies and procedures Operational, computer maintenance and network operations by utilizing internal resources as well as service providers from local companies and international mother companies.
- Work closely with upper management and project team members to establish project needs, deadlines and budgets. delegate tasks among the project team members, depending on their skill level or qualifications. Motivating the project team and resolving conflicts between them to ensure a productive work environment.

Areas of Expertise

- IT Service Management
- Cyber Security Awareness
- Workflow/Processes Reengineer
- Cost & Benefit ID / Evaluation
- Innovation skills
- System Analysis
- Oracle DBA
- Database Consolidation
- Data Migration
- Back up Policies
- Disaster Recovery Management

- Digital Transformation
- Project Management
- Cyber Security Essentials
- Databases Security
- Risk Assessment
- Information Security
- Electronic Monitoring
- Protection Systems
- MS Dynamics
- CRM skills
- Strategic Planning and Leadership

- ERP
- SAP business one
- Team Building/Talent Developing
- Management by Objectives
- Change Management
- Negotiation skills
- Problem Solving
- Decision Making
- Cyber security & IT Consultation
- Supply chain management
- Operational Leadership

Professional Experience

Manager director, *Queen Rania Al-Abdullah for Education and Information Technology* (*Ministry of Education, Amman, Jordan from 3 November 2022 till now)*
- Supervise and coordinate the strategic direction and operations in both fields.
- Responsible for developing and implementing educational initiatives, integrating technology into learning environments, and ensuring the effective use of technology tools and resources in educational settings.
- lead a team, manage budgets, and collaborate with stakeholders to drive innovation and improve educational outcomes through technology.
- Plan and implement the IT strategy and education in the institution or school.
- Manage and develop the technological infrastructure needed to support teaching and learning, such as computer networks, hardware and software.
- Define and implement security, data protection and privacy policies in relation to education and information technology.
- Provide training and technical support to all stakeholders of the ministry in the use of educational technology.
- Evaluation and selection of appropriate technological tools and applications for learning and teaching, and monitoring technological developments in the field of education.
- Developing and implementing training programs and workshops for teachers to enhance their abilities to use technology in teaching.
- Communicate with departments and directorates of the ministry to achieve integration between technology and education.
- Monitor and evaluate the use of educational technology and provide reports on performance and proposed improvements.
- Follow developments and innovations in the field of educational technology and apply them in the context of the institution or school.

Project Manager, *Jordan E-Government (Ministry of Digital Economy and Entrepreneurship Amman Jordan from July 2022 to 2 November 2022)*
- Manage resources for a project including the tools, equipment, and project personnel
- Develop and implement IT strategies effective in delivering project within set budget and time constraints
- Oversee the allocation of funds, as well as availability of resources required for a project
- Use appropriate project management tools and technique to track project performance
- Conduct risk assessments to identify factors capable of minimizing success of a project

- Assigning tasks to team members
- Interview and coordinate the recruitment and orientation of project personnel
- Establish and maintain positive trust relationship with third party contractors and vendors
- Produce accurate reports of IT operations and present to management
- Liaise with project team members to come up with solutions for improved technological operations
- Organize meetings to discuss and review project operational strategies
- Develop and manage annual budgets for information technology projects
- Educate and train users to operate new systems or equipment
- Ensure smooth transition from old technological systems to new ones
- Evaluate the progress of project to determine the need for adjustment in strategy
- Attend educational workshops and seminars to update job knowledge and skill.

Cybersecurity & Information Technology Training Institute Manager, *Jordan Armed Forces (Information Technology Training Institute (ITTI)), Amman Jordan from October 2019 till July 2021*

ITTI is Cisco Academy, Microsoft Academy & ICDL Testing Center.
- Manage and supervised of various courses in many topics such as Cyber Security, Ethical Hacking, ITIL, PMP, CCNA Security, Programming Languages, Microsoft Products, ICDL and ICDL Advance.
- Evaluation of human resources and training policies.
- Analysis of employee training needs.
- Monitoring, classifying, evaluating and reviewing training needs periodically and analyzing the training need for individuals and institutions.
- Preparing integrated plans for training and personnel management.
- Develop training plans and implementation plans for training programs.
- Preparing estimated budgets for training according to the methods and principles of budget preparation.
- Planning the training activity and determining its requirements.
- Planning, managing and designing the training program and its objectives.
- Supervising the preparation of training materials, forms and presentation skills.
- Dealing with trainees, communication and dialogue skills.
- Manage and direct all aspects of Equal Employment Opportunity, Business Management, and Human Resource training utilizing current delivery methods and media to include webcast, webinars, video, and classroom instruction.
- Prepare and develop lesson strategy and curriculum in accordance with current training methodologies, theories, and practices.
- Review course outlines and critiques using relevant methodologies to ascertain the effectiveness of course content and quality of instruction.
- During the Covid-19 pandemic, a transition to distance (online) training was made, as Microsoft was used to implement the distance (online) education process (600+ training courses with 8000+ user accounts)
- Evaluate the training process in its various stages and design tools for evaluating the training process.
- Familiarity with education management systems and computerized examination management, which will reflect positively on development and improvement processes Outcomes of the training process.

Digital Transformation Consultant & ITSM Manager, *Jordan Armed Forces (*Directorate of *Cyber Security and Information Technology), Amman Jordan from April 2018 till Sep 2019*

- Both Lead and work with teams of other Consultants and System Architects to Assess, Analyze, Plan and ultimately Implement Management solutions.

- Create detailed and accurate As-Is and To-Be application/ process/information maps and be able to quickly and efficiently understand gaps based on best practices.

- Promote and support the deployment of Service Management processes to all groups interacting with

Problem Management, Change Management and Incident Management.

- Secondary support for Configuration Management, Vendor Management, Procurement, Asset and Service Level Management.
- Produce activities and workflow documentation for Change, Incident and Problem Management.
- Working knowledge of the full lifecycle of software development.
- Analyzing, testing and developing key enhancements to high standard.
- Cultivate a working relationship with operating directorates & engage with different stakeholders within the agency.
- Mastery of Fulfilment industry KPIs and associated benchmarks.
- The ability to identify and document requirements relative to Order Management functionality, interface description, integration and implementation.
- Experience in designing and implementing transition architectures and data migration.
- Install, design and maintain database system software and implement database security.
- Monitor and analyze database performance and ensure effective and efficient utilization of database systems/processes.
- Maintain database dictionaries and support tools; develop and maintain accurate system documentation.

IT Manager, Jordan Armed Forces (*Military Consumer Establishment*)*, Amman-Jordan*, From June 2015 Till Apr 2018

- Work as a leader for digital transformation and digitization of work procedures and electronic payments.
- Managing and maintain all automated systems (Retail business, HR, Inventory and warehouses and financial) procedures and requirements.
- Testing & Evaluating ERP, SAP enterprise & MS Dynamics .
- Delivering work within scope, on time and within budget to avoid overruns and resourcing conflicts with strict adherence to Brand and Digital guidelines.
- Working on multiple concurrent projects at any given time.
- Produce activities and workflow documentation for Change, Incident and Problem Management.
- Working knowledge of the full lifecycle of software development.
- Feel excited working with multiple parts of the businesses across multiple industries, suctioning and delivering complex digital solutions.
- Running regular checks on network and data security.
- Conducting regular system audits.
- Running and sharing regular operation system reports with senior staff.
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages.
- Managing and reporting on allocation of IT budget.
- Providing direction for IT team members.
- Identifying opportunities for team training and skills advancement.

System Analyst & Database Administrator, Jordan Armed Forces (*Directorate of Cyber Security and Information Technology), Amman-Jordan*, From Aug 2004 Till August 2013

- Worked closely with clients to analyze IT system requirements, client's information technology needs and their resources in order to plan IT projects and fulfill client's expectations.
- Developed IT system specifications after evaluating customer's nature of work and business volume.
- Solved clients IT issues – Determined changes, recommended quality software, projected modifications of software, hardware and networking.
- Assisted clients with IT solutions; prepared written reports on solutions offered.
- Implemented data guard with maximum availability, protection and performance configurations and worked with data guard fail over and switch over cases at the times of up gradation and migration.

Oracle Developer , Jordan Armed Forces (*Directorate of Cyber Security and Information Technology)*, *Amman-Jordan*, From January 1999 till July 2003

- Gathered the requirements from business users and passed on the requirements to the team.
- Created custom PL/SQL procedures to read data from flat files to dump to oracle database using SQL Loader.
- Developed PL/SQL procedures and database triggers for the validation of input data and to implement business rules.
- Created database objects like packages, procedures, and functions according to the client requirement.
- Extensively involved in using hints to direct the optimizer to choose an optimum query.

Education
- Master degree in Computer Engineering, 2007. Yarmouk University
- Bachelor degree in Computer Engineering in Computer Science, 1994. Mu'tah University

Assignments
- Assigned from Jordan Armed Forces as Project Manager & Database Administrator in the Jordan Government & civil Defence (3 years assignment)
- United Nations (1 Year Assignment): **Military Observer in Georgia** on Armed Forces and Operations
- Royal Signal Corps (5 Years Assignment): Officer in charge of tactical communication.

Projects
- Working as the Chairman of the Computerization Development Committee for the Royal Medical Services in terms of infrastructure and development of computerized systems and computer networks, in addition to conducting digital transformation and digitizing all procedures in the Directorate of Medical Services and its hospitals and medical centers.
- Working with the Ministry of Digital Economy and Entrepreneurship in the completion of a project to complete the procedures for issuing and renewing passports electronically 2018-2019.
- Working with the Ministry of Digital Economy And Entrepreneurship in the completion of a project to complete the procedures for issuing and renewing Compulsory military service document electronically 2018-2019.
- Viable CO_2 Trans critical system with parallel compressors project in Al Salam Market sponsored by United Nations Industrial Development Organization – UNIDO and the Ministry of Environment in 2017.
- Assigned from JAF as an IT Project manager & DBA for Fleet Management System in Civil Defence (October 2014- May 2015).
- Assigned from JAF as an IT Project manager & DBA for Fleet Management System in Ministry of Public Work and Housing. (September 2013- September 2014).
- Assigned from Jordan Armed Forces (JAF) as an IT Project Manager & DBA for Government Inventory Management & Control System in (Prime Ministry, Directorate of General Customs, Ministry of Public
- Work and Housing and Ministry of Agriculture) (July 2010- October 2011).
- Work on analysing, developing and programming all the above-mentioned systems in the Jordanian Armed Forces before starting Implemented in the ministries and sites mentioned above.

Conferences and Speeches

- Cybersecurity Workshop Information Technology Service Management (ITSM). (**Speaker**) March 2018
- United Nations Intergovernmental Expert Group on Cybercrime meeting. (**Jordan Representative**) **Vienna, Austria on 27-29 March 2019.**
- Cyber Law and Emerging Technologies workshop. **Sydney, Australia on 9-13 September 2019.**
- Communications & Information System Workshop **/ NATO CIS School in Italy**.
- Delivering Lectures on cyber terrorism. National Defense Collage Amman, Jordan on 2020.
- Delivering Lectures in cyberspace Risks. Command and Staff College Amman, Jordan on 2020.
- Delivering Lectures in supply Chain Management. Royal Maintenance Corps Amman, Jordan
- Delivering lectures on Intelligence analysis and strategic intelligence through cyberspace, Jordan 2021

Certificates and Training

- ITIL® RCV Certified.
- ITIL® Foundation V3 Certified.
- Project Management Professional (PMP).
- Communications & Information System **/ NATO CIS School in Italy**.
- Sun Solaris 10 operating system**.**
- International Computer Driving License "ICDL".
- Cisco Multi-layer switch course
- Cisco VOIP
- Oracle RAC 11g & Data Guard.
- Oracle 10g DBA.
- Oracle Developer 10g.
- Oracle 8i DBA.
- Oracle Developer 6i.
- Oracle SQL & PL/SQL.
- Oracle Developer 2000.
- C++ programming.
- Windows 2000 server
- MS project professional.