# Murad Mustafa Trainer / Web Developer / Implementation Engineer



#### About Me

Date of Birth : January 1<sup>st</sup> 1985 Nationality : Jordanian

#### **Current Address**

**Jordan** Amman - Shafa Badran - Marj AlFaras



Mobile : +962-78-1385341 Murad.sh.m@gmail.com

Languages	
Arabic English	•••••



## SUMMARY

Skilled IT professional with 15+ years of experience in UAE & Jordan. Experienced with web platform development, IT infrastructure, and Cybersecurity. Managed small groups of employees during special projects. Team-oriented worker able to collaborate with coworkers in various departments in order to complete projects in a timely manner.

## Experience

# IT Trainer (Part Time)

### FreeLancer (October 2020 – present)

#### Amman – Jordan

#### **Delivered courses:**

- CyberOps Associate (CA) Cisco course (90 Hours)
- Cybersecurity Essentials Cisco course (20 Hours)
- Cybersecurity Introduction (10 Hours)
- IT Infrastructure and Cybersecurity Fundamentals (50 Hour)
- Networking Essentials (30 Hours)
- Python Essentials Part 1 (Basics) PCEP (30 Hours)
- Python Essentials Part 2 (Intermediate) PCAP (30 Hours).
- Programming skills for children (60 Hours)
- Intermediate Front-End Developer (60 hours)
- Full stack development (HTML, CSS, JS, PHP & MySQL) (120 Hours).
- Computer skills for everyone (60 Hours)

## **Implementation Engineer**

# Compass Plus Technologies (July 2022 - present)

Amman – Jordan

- Installation and configuration of server operating systems (Windows, Linux, HP-UNIX, and Solaris), Oracle database, and third-party software required to run the company Software Products.
- Installation, configuration and implementation of the company Software Products at the request of the Customers and on their premises.
- Provide the technical and information support to the engineers of Product Support Service of Customers' Department.

## **IT Assistant & Trainer**

SOS Children's Villages Jordan (January 2021 – July 2022) Amman – Jordan

- Evaluate the IT skills for co-workers and care givers to create the suitable ICT training material with cooperation with HR manger and ICT Coordinator.
- Train co-workers, caregivers, youths, and children on IT skills and support them to build their IT capacities.
- Development and implementation of the ICT plan in the Programs by coordinating with NICTM.
- Quality assurance within the responsibilities defined in the ICT standards, policies and guidelines.
- Support with establishing the ICT budget for Amman CV and related programs with the cooperation of all stakeholders and insure the execution of this budget upon its approval.

# **Murad Mustafa**

Trainer / Web Developer / Implementation Engineer

#### Certification











Professional

youtube.com/c/EducationFactory

https://www.educationfactorys.com/

### Web developer and content creator

#### Educationfactorys.com (October 2019 – present) Amman – Jordan

- Full stack web development (HTML, CSS, JavaScript, PHP & MYSQL)
- Content creator of EducationFactory YouTube channel & Educationfactorys.com

### **Systems Administrator**

Alpha Data (Outsource in ADNOC Offshore) (October 2013 – August 2019) Abu Dhabi - United Arab Emirates

- Provide 2nd and 3rd level support.
- Liaise with vendors and other IT personnel for problem resolution.
- Manage and monitor installed systems and infrastructure.
- Proactively ensure the highest levels of systems and infrastructure availability.
- Coordinate internal resources and third parties/vendors for execution of IT projects.
- Ensure that all projects are delivered on-time, within scope and within budget

## **IT Administrator**

#### Philadelphia Private School (September 2010 – March 2013) Dubai - United Arab Emirates

- Manage information technology and computer systems
- Plan, organize, control and evaluate IT and electronic data operations
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Design, develop, implement and coordinate systems, policies and procedures

## **Projects Engineer**

### LojainNet Communication Networks LLC (July 2009 – September 2010) Dubai - United Arab Emirates

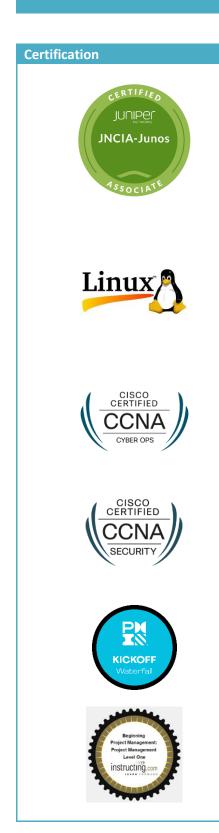
- Implementing the OSP and ISP Projects.
- Supervising the technical staff.
- Performing inspection & site survey.
- Preparing projects reports.
- Handling inspection and clearing the issues with the consultant and MEP contractor.

## **IT Support**

### Dubai civil engineering (Al Hamad GROUP) (October 2007 – July 2009) Dubai - United Arab Emirates

- Installing and configuring computer hardware, operating systems and applications.
  - Troubleshooting system and network problems
- Replacing parts as required.
- Supporting the rollout of new applications.
- Setting up new users' accounts and profiles.
- Responding within agreed time limits to call-outs.
- Prioritizing and managing many open cases at one time.
- Testing and evaluating new technology.

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## PROFESSIONAL DEVELOPMENT

- Google: Foundations of Project Management (by Coursera)
- Google: Project Initiation: Starting a Successful Project (by Coursera)
- Beginning Project Management: Project Management Level One.
- Cisco Certified CyberOps Associate (Certified)
- Linux Essentials
- ITIL Foundation 2011 syllabus (Certified)
- CCNA Cyber OPS (Certified)
- Cybersecurity Essentials (Cisco)
- Introduction to Cybersecurity (Cisco)
- Microsoft Project 2013
- Microsoft System Center Configuration Manager SCCM 2012
- Microsoft Certified Professional (MCP) (Certified)
- Juniper Networks Certified Associate Junos (JNCIA-Junos)
- CCNA Security (Certified)
- CCNA Routing and Switching (Certified)
- Cisco CCNA exploration 4.0 routing and switching.
- IT Essentials: PC Hardware and Software. (Cisco)
- IT Support (Maintenance of computers and networks)

# **Computer Skills**

HTML, CSS, JavaScript	
PHP, MYSQL	
C++	••••••
Python	•••••
Windows Administration	••••••
Linux Administration	•••••
PowerShell scripting	
Active Directory	
Troubleshooting	•••••
Networking	•••••
Cybersecurity	•••••

# Skills

Administrative	
Active Listening	
Leadership	
Motivational	
Multitasking	
Creative	
Problem Solving	
Communication	
Time Management	
Negotiation	
Teamwork	
Risk management	
Decision making	•••••••