

Murad Mustafa

Trainer / Web Developer / Implementation Engineer

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.



About Me

Date of Birth : January 1st 1985

Nationality : Jordanian

Current Address

Jordan

Amman - Shafa Badran - Marj AlFaras

Contact Me



Mobile : +962-78-1385341

Murad.sh.m@gmail.com

Languages

Arabic ●●●●●●●●●●

English ●●●●●●●●●●

Hobbies



Murad Mustafa

Trainer / Web Developer / Implementation Engineer

Certification



Microsoft
CERTIFIED
Professional

 [youtube.com/c/EducationFactory](https://www.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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Certification



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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	●●●●●●●●●●