AHMAD TALAFHA

Sales Engineer

✉ ahmadtalafha996@gmail.com ⚲ Amman, Jordan ✆ +962 795 79 1877
🔗 github.com/AhmadTalafha 🔗 linkedin.com/in/ahmed-talafha

About

Experienced GIS Sales Engineer with a proven track record in delivering tailored Esri-based GIS solutions to municipalities, NGOs, and private sector clients. Skilled in driving sales, fostering strong client relationships, and facilitating product adoption through comprehensive training and technical support. As a Trainer and Facilitator, I empower teams by leading awareness sessions and developing continuous learning programs, focusing on international safeguarding policies, teamwork, and operational best practices. Adept at coordinating large-scale projects, managing diverse teams, and promoting effective collaboration to ensure project success and compliance.

EDUCATION

- **Upskilling program (Flutter and Soft skills)**
  Al-Hussein Technical University (Mar/2023 – May/2023)

- **Software Engineering**
  Jordan University of Science and Technology (Sep 2014 – Sep 2018)

EXPERIENCE

- **GIS Sales Engineer**
  InfoGraph - Official Distributor of Esri (Oct 2023 - Present**)** Amman, Jordan

  - Spearhead GIS sales initiatives, leveraging extensive expertise in Esri technologies to drive client acquisition and revenue growth, with a focus on municipalities, NGOs, and private sector organizations.
  - Build and maintain strong relationships with municipal clients and NGOs, understanding their unique needs in spatial data management, land use, urban planning, and service delivery.
  - Provide tailored GIS solutions to municipalities, enhancing urban development, zoning, land management, and infrastructure planning using Esri's ArcGIS platform.
  - Lead GIS product demonstrations, consultations, and training sessions for municipalities and NGOs, ensuring effective adoption and integration of Esri technologies to optimize workflows.
  - Collaborate closely with cross-functional teams to ensure that product offerings align with client needs, resulting in a 20% increase in sales and enhanced client satisfaction.
  - Support NGOs by introducing advanced mapping solutions to help in project management, environmental monitoring, and social impact assessments, contributing to improved community outcomes.
  - Coordinate licensing, implementation, and after-sales support, ensuring that municipal and NGO clients maximize the value of their GIS investments.
  - Manage the entire sales cycle for NGOs and municipalities, from initial contact and needs assessment to proposal development, contract negotiation, and final delivery.

- **Focal Point and Coordinator**
  Integrated United Professionals and UNOPS (July 2023 - Oct 2023) Amman, Jordan

  - Acted as the primary liaison between Integrated United Professionals and UNOPS for KFW-funded labor-based projects, ensuring seamless communication and coordination between all involved parties.
  - Trained engineers within Integrated United Professionals (IUP) to conduct continuous weekly awareness sessions on critical topics, such as international safeguarding policies, teamwork, and collaboration. This initiative empowered engineers to take on facilitator roles within the company, ensuring ongoing learning and compliance.
  - Facilitated the development of skills in engineers to act as effective facilitators, enabling them to deliver awareness sessions and guide employees in understanding key policies and operational best practices.
  - Managed all aspects of labor relations, including employee registration with the Ministry of Labor, issuing work permits for Syrian workers, and resolving disputes, fostering a positive and cooperative work environment.
  - Coordinated and facilitated the management of 700 workers every 2 months, totaling 2,100 workers over 8 months, with 2 months dedicated to planning. Ensured smooth project execution, compliance with legal and administrative requirements, and promoted effective teamwork, while meeting project deadlines, upholding safeguarding standards, and fostering a collaborative and respectful work environment.

- **Project Coordinator, Founder**
  Hokuke (Jan 2021 – Jan 2023) Amman, Jordan

- Coordinating and managing several projects including project planning and log frames development, budget and expenditures monitoring, activities implementation and manpower allocation, official communication with stakeholders, recruitment and selection of consultants and project documentation. Developing front-end web application using VueJs, HTML/CSS and JavaScript.
- Coordinated between Hokuke, official entities, and funding organizations to secure support and ensure compliance with project objectives.
- Facilitated awareness sessions connecting local communities, university students, and lawyers in the governorates of Irbid, Jerash, Ajloun, and Mafraq, as well as at the Jordan University of Science and Technology.
- Managed all advocacy campaigns, effectively raising awareness and garnering support for various legal and rights-related issues.
- Trained Hokuke volunteers on facilitating awareness sessions to deliver comprehensive legal content.
- Delivered legal content in collaboration with several governmental bodies, including:
  - **Ministry of Interior - Criminal Investigation and Cybercrime Units**
  - **Ministry of Industry and Trade - Consumer Protection Directorate**
  - **Ministry of Labor - Labor Law Awareness Directorate**

- **Full Stack Web Developer Intern**
  Edraak (Feb 2021 – Aug 2021) Amman, Jordan

- Designing and developing full-stack applications across multiple platforms using modern industry-adopted languages and frameworks
- Developing front-end web application using VueJs, HTML/CSS and JavaScript.
- Developing web applications using Python - Django framework Model View Control (MVC) architecture.

- **Community Mobilizer and Project coordinator**
  Terre des hommes (Jan 2019 – Jan 2020) Irbid, Jordan

- Established 4 community protection committees, with 90 members trained on key topics:
  1. Facilitation training for awareness sessions
  2. Organizing advocacy campaigns
  3. Building volunteer teams
  4. Introduction to Youth Safeguarding Training
- Facilitated 85 awareness sessions, personally overseeing their implementation, reaching over 1,700 beneficiaries.
- Executed advocacy campaigns in the Jerash and Irbid governorates, promoting community protection and social change.
- Launched 16 initiatives in Jerash and Irbid, benefiting more than 2,400 individuals.
- Coordinated closely between Terre des hommes and 4 local community organizations to foster collaboration and support project goals.

PROJECTS

- **Bank Blood Management System:** Blood Bank Management System (BBMS) is an application that contains both web and mobile applications, BBMS is intended to help each people and bank's employees (administrators) manage their needs of blood units. The administrator can manage the system using a special control panel, which allows him/her to modify and update all system statuses, such as monitoring the quantities of blood units, people ordering blood units, and sending alerts to people if the bank needed more blood. On the other hand, people can create accounts on the system, then they can send their details and information to the system, the most important data that need to enter and send to the system from people is their blood type.

SOFT SKILLS

- Learning Potential
- Organization
- Flexibility
- Public Speaking
- Strong communication skills

- Team Work
- Flexibility
- Leadership
- Multi Tasking

STRENGTHS

- GIS
- Sales
- React
- JS
- HTML
- Agile

- Flutter
- Django
- CSS
- Python
- Selenium
- Project management

- API'S
- SQL
- Java
- Jira

Languages

- **Arabic**
- **English**

VOLUNTARY WORK

- **Member of Ana Usharek program, youth political participation program at NDI funded by USAID, also I received a certificate of successful completion of the Usharek+ program. Policing Support Team**
- **Student at Jordan School of Politics**
- **Local and Global Observer at Rased - Parliamentary elections from 2016 - 2018**
- **Administrator of Local Observers at Rased - Municipal and provincial council's elections 2017**

TRAININGS & COURSES

- PMP course by TRACE Consulting and Training
- PMP course by Metanoia Training and Consulting
- Monitoring & Evaluation course by UK Police supporting team
- Proposal writing course by Taleed Hub
- Finance management for local institutions course by ForumZFD
- University Courses: (Python(A), C++(A), JAVA, C, Android, Oracle, Web Development and design)
- Introduction to GIS Using ArcGIS
- ArcGIS Pro: Essential Workflows
- ArcGIS Online: Essential Workflows
- Working with ArcGIS Dashboard