Zak AlAshqar

IT Client Systems Specialist II

I am an ideal candidate for this position because I possess experience providing technical and application support, along with the ability to troubleshoot support calls and escalate when necessary. My background in project management ensures I can prioritize tasks effectively, provide excellent documentation, and work well both independently and in a team. I am skilled at explaining technical information to technical and non-technical staff, which is crucial in a healthcare IT environment.

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○ github.com/EhabZak

WORK EXPERIENCE

Projects Manager
Abu Dhabi General Services Company

12/2017 - 03/2023   *United Arab Emirates*

Government Entity. Governmental Projects Management

Achievements/Tasks
- Managed project schedules, analyzed critical paths, and monitored project
- Coordinated communication among teams, stakeholders, and customers

Project Manager
Suraj Group of Companies

01/2014 - 11/2017   *Surrey, Canada*

Real Estate Developer

Achievements/Tasks
- Developed and managed project schedules, identifying critical paths and measuring progress
- Monitored project health indicators, facilitating escalations and resolutions

Projects Manager
DAMAC Properties Development

03/2012 - 09/2013   *Dubai, United Arab Emirates*

Real Estate Developer

Achievements/Tasks
- Spearheaded and Managed multiple medium size projects throughout project life cycle initiation through closing
- constructed detailed work plans into an integrated project schedule, managed teams, achieved milestones, and communicated results across a stakeholder audience.

SKILLS

Technical Support   Troubleshooting   Hardware and Software Evaluation   Problem Resolution   User Training   Documentation   Software Installation   Microsoft Office   System Maintenance

SOFT SKILLS

Negotiation   Leadership   Organization   Conflict Resolution   Planning   Delegation   Public Speaking

EDUCATION

Bachelor of Science in Civil Engineering
University of Engineering and Technology

Master of Engineering Leadership in Clean Energy
The University of British Columbia

Vancouver, Canada

CERTIFICATES

Project Management professional Certification (12/2020)

Awarded by the Project Management Institute

App Academy Coding Bootcamp (2023)

24-week full stack developer course in HTML, CSS , JavaScript, Express, SQL, Flask and Python