

Essam Shadadi

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Professional Summary

Results-driven IT Officer with over six years of experience leading IT operations, support services, and digital transformation initiatives within NGOs and educational organizations. Skilled in managing networks, cloud infrastructure, and software systems while delivering hands-on technical support and capacity building. Adept at optimizing resources, enhancing system reliability, and mentoring teams to deliver efficient and scalable IT solutions.

Professional Experience

Basmeh & Zeitooneh, Beirut, Lebanon — Lebanon Information Technology Officer / Nov 2023 – Oct 2025

- Led and mentored a team of two IT Support Specialists and one Software Developer, while actively providing hands-on technical support and guidance across Lebanon offices.
- Oversaw IT asset management through efficient processes for inventory lifecycle management, storage, distribution, and tracking, optimizing resource utilization.
- Directed network management and security operations, including configuration, monitoring, troubleshooting, and infrastructure expansion, ensuring reliability and scalability.
- Negotiated and secured a \$2,000 annual Microsoft Azure grant, 300 free Microsoft 365 licenses, and a 50% discount on Microsoft products, enhancing cloud cost efficiency.
- Spearheaded the development and deployment of HR, asset management, procurement, and logistics systems to drive automation and operational efficiency.
- Provided strategic IT guidance, direct end-user support, and training to ensure seamless adoption of new technologies.

Technologies: MikroTik, Microsoft Azure, Microsoft 365.

Codi.tech, Zahle, Lebanon — Full Stack Web Development Trainer / Jan 2022 – Dec 2022

- Delivered full-stack web development training to underprivileged youth, empowering them with practical and employable digital skills.
- Managed training projects and ensured timely completion of program objectives.
- Designed and prepared instructional materials and exercises tailored to student learning needs.
- Monitored trainee progress, provided technical support, and offered individual mentorship.
- Participated in the recruitment of new cohorts and facilitated community engagement through events and workshops.

Technologies: HTML, CSS, JavaScript, React, MongoDB, MySQL, PHP, Express.js, Node.js, Agile, Moodle, Trello.

SAWA for Development & Aid, Zahle, Lebanon — Digital Literacy Trainer / Nov 2018 – Nov 2022

- Delivered digital literacy and ICDL training to out-of-school youth (ages 14–20) and staff, improving computer proficiency and employability.
- Conducted Microsoft Office and Windows 10 training for organizational employees.
- Developed tailored curricula and work plans to ensure structured learning outcomes.
- Provided front-line IT support and troubleshooting to staff via in-person and remote assistance.
- Offered on-call emergency IT support to maintain continuous operations.

Technologies: Windows 10, Microsoft Office.

RoboGeex Academy, Zahle, Lebanon — Software Developer / May 2021 – Jun 2021

- Analyzed client requirements and designed database architecture and APIs to support front-end systems.
- Developed an admin dashboard with data management (Read, Update, Delete) and Excel upload functionalities.
- Led a team of three developers to build mobile software solutions.

Technologies: Merise, MySQL, PHP, AngularJS, Ionic, Apache Cordova, HTML, SCSS.

Jaber Consultancy, Zahle, Lebanon — Backend Developer & Database Architect / Sep 2019 – Mar 2020

- Designed and developed a web-based mobile application to connect customers, freelance technicians, and companies.
- Created database structures and back-end APIs ensuring secure and efficient data handling.
- Developed user interface wireframes and managed UX alignment based on client feedback.
- Supervised a team of three developers, managing tasks and project milestones.

Technologies: Merise, MySQL, PHP.

Education

Technical Bachelor's Degree in Information Systems

Directorate General of Vocational and Technical Education – Beqaa Industrial Institute | 2018 – 2019

Fourth Rank in Lebanon (15.96 / 20)

Technical Higher Diploma in Management Information Systems (MIS)

Directorate General of Vocational and Technical Education – Shark Technical College | 2016 – 2018

Second Rank in Beqaa Governorate (13.4 / 20)

Diploma in Computer Science

Arab Open University | 2017 – 2018

First Rank in Diploma Program (GPA: 3.5 / 4.0)

Certifications

- Python for Everybody Specialization – University of Michigan | 2021
- Introduction to Data Science Specialization – IBM | 2021
- Introduction to Microsoft Azure Cloud Services | 2024
- Microsoft Program Management Professional Certificate – In Progress

Technical Skills

- Systems & Infrastructure: Windows Server, MikroTik, Azure Administration, LAN/WAN, VPNs, Firewalls
- Software & Tools: Microsoft 365, Trello, Moodle, GitHub
- Programming & Databases: PHP, MySQL, Node.js, React, HTML/CSS/JS
- IT Support & Training: Troubleshooting, IT Asset Management, User Support, Digital Literacy Training