



# MUSTAFA HUSSEIN

📍 Manchester, United Kingdom

🌐 British

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🚗 Available

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## PROFESSIONAL SUMMARY

With nine years of hands-on experience in the computing industry and a wealth of expertise as an IT professional, recognised for adept problem-solving skills, reliability, and efficiency in resolving complex issues. Proven ability to explain complex procedures in a user-friendly manner, with extensive experience in IT infrastructure management, hardware and software troubleshooting, and building and maintaining computer systems.

Passionate about technology and committed to continuous learning to stay at the forefront of the industry. Actively engaged in football and tennis to maintain a healthy work-life balance. Eager to contribute valuable experience and ongoing education to a forward-thinking IT organisation.

## WORK HISTORY

### IT PROJECT MANAGER 190 SITES AROUND THE NATION, 03/2021 - Current

**Kids Planet**, Manchester, United Kingdom

- Collaborated with stakeholders to define project scope, objectives, and deliverables, and conducted audits of 100+ new acquisitions' network setups to ensure compliance with quality standards and operational requirements.
- Conducted risk assessments and implemented mitigation strategies.
- Aligned IT strategy with business needs, prioritising value for money, security and contractual requirements.
- Provided clear guidance and communication to acquisition sites for smooth migration transitions.
- Installed new technologies without disrupting workflow.
- Collaborated with external providers to improve connections and optimise equipment for enhanced efficiency.
- Trained and facilitated regular team meetings and status updates, promoting clear communication and alignment.

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### SENIOR IT COORDINATOR, 09/2019 - 03/2021

**Kids Planet**, Manchester, United Kingdom

- Delivered reliable, high-quality technical support to 150 sites.
- Main contact for communicating and negotiating with external suppliers.
- Designed and implemented help desk software for efficient ticket management and streamlined user support processes.
- Scanned systems, diagnosing and correcting equipment failures and performance issues.
- Supervised IT technicians offering guidance and assistance.
- Reported supplier changes, site updates, and IT operations to the CEO for transparency and alignment with organisational objectives.
- Successfully identified locations for external phone VoIP and internet providers, established lease lines, and optimised connectivity at each site. Furthermore, facilitated the enrollment of phones and tablets using the Intune company portal to ensure security policy compliance and seamless integration with corporate systems.

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**IT COORDINATOR**, 11/2018 - 06/2019

**The Snaith school**, Goole, East Riding of Yorkshire

- Installed new software for users and monitored version and patch update requirements.
  - Prepared equipment for staff use, installing cables, operating systems, and software.
  - Established and troubleshoot network and data communications systems.
  - Scanned systems, diagnosing and correcting equipment failures and performance issues.
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**IT LECTURER** , 10/2016 - 08/2018

**Refugee Council**, , Hull, Kingston upon Hull

- Successfully instructing computer literacy by designing customised curricula and materials, providing individualised support
- Contributed to department and faculty meetings to continuously assess and improve internal practices.
- Developed and improved courses to better serve students' needs and meet standards.

**SKILLS**

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|------------------------------|--|
| • Engaging leadership style  | • Office 365 proficiency                 |
| • Strategic Planning         | • Microsoft Teams                        |
| • Training and Development   | • Data migration                         |
| • Strategic thinking         | • Cloud technologies                     |
| • People Management          | • Cisco systems                          |
| • Project Management         | • IT security and networking             |
| • Adaptable                  | • Network installation                   |
| • Technical leadership       | • Network development and administration |
| • IT budget and cost control | • Risk mitigation planning               |

**EDUCATION**

**University of Essex**, Colchester, ESS, 04/2024 - Current

**Master in Enterprise IT Management: Information Technology**

The Master's program in Enterprise IT Management specialises in security and risk management, information technology service management, project management, data science, cloud operations and management, research methods and professional practice, and computer projects. This improves my knowledge of IT management, risk assessment, project coordination, data analysis, cloud computing and research methodologies, enabling me to tackle complex IT challenges and contribute effectively to the organisation's objectives.

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**Microsoft 365** , Manchester, 03/2024

**Fundamentals (MS-900): Office 365 Administrator**

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**Hull College**, Hull, KHL, 09/2016 - 07/2018

**Extended Diploma: In Professional Competence for IT and Telecoms Professionals - Merit**

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**New Horizons**, Amman, 01/2009 - 06/2009

**CompTIA A+ Certification: Information Technology - A+**

**LANGUAGES**

**English**

Fluent

**Arabic**

Native

**REFERENCES**

References available upon request.