# Mahmood Othman

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Experienced and resourceful IT and networking technician with a bachelor's degree in Electronics and Telecommunications. Accomplished at Digital Safety Training and Management. Thrives working in a dynamic environment that call for exceptional adaptability, flexibility, and effective collaboration and teamwork with and within teams. With excellent written and spoken English language.

## WORK EXPERIENCE

*IT and Laboratory Management Intern*                                    **Ar Rasheed Smart University, Yemen**
Jun – Jul 2025

- Provided advanced technical support to computer users.
- Provide technical support remotely.
- Managed different computer laboratories.
- Worked with *Help Desk Software* – admin level.

*Remote IT Assistant*                                                **Seyaj for Childhood Protection, Yemen**
Aug 2023 - Present

- Assisting the IT Admin in IT remote tasks.
- Helped in designing and implementing collaborative workspace for 30 staff members.
- Played a key role in sustaining the organization's digital information infrastructure and asset integrity.
- Supported the digital transformation of the work environment for all staff members.

*Digital Safety Expert*                                                        **SecDev Foundation, MENA Region**
Mar – Sep 2023

- Delivered digital safety support and consulting services to CSOs across the MENA region.
- Conducted 7+ digital safety audits, developed tailored remediation plans, and led follow-up training and evaluation sessions.
- Facilitated "Digital Safety for Employees" workshops focused on secure communication, device protection, and risk mitigation.
- Provided on-call technical support and guidance to beneficiaries throughout the project cycle.
- Collaborated with a regional team to build a comprehensive digital safety knowledge base for NGOs working in high-risk environments.

**Media & IT Assistant**                                   **Sheba Youth Foundation, Yemen**
Aug 2022 – Feb 2023

- Provided comprehensive IT and media support to all departments, including hardware/software setup, network maintenance, and troubleshooting.
- Designed and maintained the foundation's internal network and operating systems, ensuring continuous operation and minimal downtime.
- Created communication materials and informational documents for use by partners and beneficiaries.
- Managed official social media channels, publishing daily content and ensuring engagement aligned with the foundation's goals.
- Served as a *"Media Coordinator"* for *"Karama – Yemen Film Festival for Human Rights"*, handling technical operations and communications.
- Produced timely and accurate IT/media progress reports for internal and external stakeholders.
- Developed standardized templates for data entry and established a structured archiving system to enhance data consistency and accessibility.

**Health Education & Media Specialist**         **Supreme National Emergency Committee, Yemen**
Jun 2020 – Dec 2021

- Delivered multiple training sessions in COVID-19 related topics.
- Designed and managed infographics and reports and media content regarding COVID-19 information.
- Managed social media accounts and their content, facilitated direct contact with audiences.
- Strengthened project delivery through meticulous information management, ensuring all data and assets were properly maintained and utilized.

**Administrative Assistant**                              *National Population Council*, Yemen
Feb - Aug 2019

- Delivered direct and indirect assistance in many departments including operations, programs, media, IT, logistics, and community service.
- Reported directly to the Assistant Secretary General of the NPC.
- Facilitated number of periodic meetings, trainings, and workshops.
- Assured all office files, documents, digital and non-digital assets to be available and running.
- Led the structured management of project information, ensuring data integrity, accessibility, and alignment with asset management protocols.

## TRAINING SESSIONS & WORKSHOPS CONDUCTED

### *Digital Integration*                                                                                          *May 2024*

- Trained the ***Faculty of Medicine – Sana'a University*** instructors on **"How to Integrate Digital Solutions to The Education Process"**.
- Conducted a 3-day workshop for the applied skills for "*database data entry, digital archiving, data backup strategies*".

### *Digital Safety*                                                                                                    *Jul 2023*

- Trained ***YMNT Initiative*** members on **"Digital Safety – Best Practices"** for 6 days.
- Conducted a 2-day workshop on the same title and supervised the general performance.
- Worked as a consultant for the trainees during the entire project.

### *Digital Transformation*                                                                                       *Apr 2023*

- Trained ***Esnad Initiative*** members on **"Digital Transformation and Digitalization"** for 3 days.
- Applied and supervised **"Digital Marketing and Networking"** workshop along with supervising the general performance and feedback providing.

### *Digital Safety for Employees*                                                                         *Apr - Aug 2023*

- Trained and facilitated ***Multiple NGOs*** on **"Digital Safety for Employees"** for 6 days.
- Conducted multiple workshops to apply practical skills after the sessions.
- Conducted several workshops to mitigate and evaluate the trainees' outcomes.
- Supervised and evaluated general performance for the trainees during the entire period.
- Assisted in conducting workshops on **"Digital Safety Policies in Workplaces"** for 6 days.

## KEY SKILLS

- **Computer and digital skills:** Microsoft 365, Professional Computer Driving, Media Design, Cybersecurity, Power BI, Data Analysis.

- **Technical:** Reporting, Office Support, Professional Documentation, Photography.

- **Professional and interpersonal skills:** Teamwork, Project Management, Communication, Leadership, Organization, Problem Solving, Attention to Detail, Adaptability, Cultural Sensitivity.

- **Training skills:** Curriculum and lesson planning, Trainees assessment, Classroom management, Progress monitoring, Use of visual aids and demonstration tools, Feedback and evaluation.

- **Languages:** Arabic (Native), English (Fluent).

## EDUCATION

*Bachelor's Degree*                                           **University of Aden, Yemen**
2021
    Electronics and Telecommunications Engineering.

*English Language Diploma*                                    **New Horizons ELI, Yemen**
2015
    TOEFL iBT Certification Preparation

*International Certification for Digital Literacy*                              **ICDL**
2025

## PROFESSIONAL CERTIFICATIONS

**2025**  **Intensive Power BI Course**                       **Qafza Tech, Online**
    An intensive course and workshop for Power BI

**2024**  **Power BI Data Modelling Basics**                  **Skill Up, Online**
    A continuation course for Power BI

**2024**  **Power BI for Beginners**                          **Skill Up, Online**
    A crash course and workshop for Power BI

**2024**  **Cisco Certified Networking Associate Preparation (v7)**   **Cisco Networking Academy**
    A learning path towards the certification program consisting of <u>three</u> courses:
1. CCNA: Introduction to Networks.
2. CCNA: Switching, Routing & Wireless Essentials.
3. CCNA: Enterprise Networking, Security and Automation.

**2024**  **Microsoft IT Support Specialist Professional Certificate**   **Microsoft, Online**
    A learning path consists of <u>six</u> courses:
1. Introduction to Computers.
2. Introduction to Secure Networking.
3. Essential Aspects of Software, Hardware, and Data Backup.
4. Cybersecurity and Privacy.
5. The Microsoft 365 Ecosystem.
6. Technical Diagnostics and Troubleshooting Techniques.

**2024**  **Google Project Management Professional Certificate**   **Google, Online**
    A learning path consists of <u>six</u> courses:
7. Foundations of Project Management.
8. Project Initiation.
9. Project Planning.
10. Project Execution.
11. Agile Project Management.
12. Applying Project Management in Real Life.

**2024**   **Google IT Support Professional Certificate**                                    **Google, Online**
A learning path consists of <u>five</u> courses:
1. Technical Support Fundamentals
2. The Bits and Bytes of Computer Networking
3. Operating Systems and You: becoming a Power User
4. System Administration and IT Infrastructure Services
5. IT Security: Defense Against the Digital Dark Arts

**2022**   **Advanced Digital Safety Training**                                    **SecDev Foundation, Canada**
Took <u>three</u> trainings in digital safety as follows:
- Basic Digital Safety Training.
- Advanced Digital Safety Training.
- ToT in Digital Safety Training.

## REFERENCES

**Human Resources**                                    **Sheba Youth Foundation for Development**
info@shebayouth.org

**Joanne Owens – Deputy Director Operations**                                    **The SecDev Foundation**
j.owens@secdev.foundation