

MOHAMMED JAMAL

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Career Objective

Dedicated worker with excellent communication, time management and computer skills. Aiming to leverage my abilities to successfully fill my duties. Frequently praised as hardworking by my peers, I can be relied upon to help your company achieve its goals.

Experience

Jan 2023 - Present

IT MANAGER

Gulf Model School & AJ-AK Holding, Dubai

- Managed the school's IT infrastructure, overseeing hardware, software, and networking systems, resulting in improved system reliability and reduced downtime.
- Led the implementation and management of Google Workplace for the school, facilitating seamless communication and collaboration among staff and students.
- Devised and executed digital marketing and social media strategies, leading to a 30% increase in the school's online presence and engagement with parents and students.
- Worked with the holding company and subsidiary leaders to create websites, develop digital marketing campaigns, and provide IT requirements and quotations for various projects and initiatives.

Sep 2022 – Jan 2023

SOCIAL MEDIA OFFICER

Discover Qatar, Doha

- Conducted regular training sessions for staff on IT systems, ensuring that team members were proficient in using technology to assist guests and manage reservations effectively.

Education

Jan 2017

BACHELOR OF SCIENCE IN COMPUTING AND INDUSTRIAL MANAGEMENT

Hassan the 1st University,
Settat, Morocco

Jan 2022

MASTER OF SCIENCE IN COMPUTER SCIENCE AND TECHNOLOGY

Shanghai University of Electric Power,
Shanghai, China

- Coordinated with the IT team to implement a state-of-the-art customer relationship management (CRM) system, enabling personalized guest interactions and driving repeat business.

Jan 2022 - Aug 2022

DIGITAL MARKETING

Cyber Elements Technologies, Dubai

- Created compelling content, including blog articles, social media posts, and promotional materials, resulting in a 40% increase in website traffic and engagement.
- Provided top-notch customer support, resolving inquiries and issues via multiple channels, including phone, email, and chat, maintaining a 95% customer satisfaction rate.
- Conducted training sessions for new employees, equipping them with essential customer service and digital marketing skills.
- Leveraged influencer marketing by identifying and partnering with key industry influencers to promote company ads, increasing brand visibility by 25%.

Oct 2020 - Jul 2021

IT TECHNICIAN

Zilliomco, EL Jadida

- Played a pivotal role in computer desks and network installation, ensuring optimal functionality and connectivity within the organization
- Collaborated with colleagues to identify and implement technology-driven solutions for various departments, contributing to increased operational efficiency.

May 2020 - Mar 2021

ONLINE ECOMMERCE BUSINESS

Shopify

- Established and managed a successful e-commerce business, applying digital marketing and customer relationship management techniques to drive sales and customer satisfaction.
- Employed web development skills to create and maintain the e-commerce website, optimizing user experience and product presentation.
- Conducted in-depth product research and utilized digital marketing strategies, including running Facebook ads, resulting in a steady increase in online sales and profitability.

Jan 2019 - Jan 2020

ENGLISH TEACHER AND RECRUITER

EQClass, Shanghai

- ☐ Utilized digital tools to facilitate remote teaching, fostering effective communication and collaboration with students and parents.
- ☐ Established and managed online events and game activities to enhance the learning experience and promote the organization's services.
- ☐ Designed and implemented online courses, leveraging technology to create engaging and interactive learning experiences for students.
- ☐ Recruiting new teachers.

Skills

- ☐ Critical Thinking
- ☐ Advanced Excel Spreadsheet Functions
- ☐ Office Organization
- ☐ Active Learning
- ☐ Customer Satisfaction
- ☐ Social Perceptiveness

Certifications

- ☐ Google fundamentals of Digital Marketing
- ☐ Microsoft Certified IT Professional
- ☐ Cyber Security Awareness
- ☐ Chinese Language Proficiency HSK4
- ☐ Programming in HTML5 with JavaScript and CSS3
- ☐ Data Protection and Privacy Awareness

Languages

ARABIC

Native

ENGLISH

Fluent

FRENCH

Fluent

CHINESE (MANDARIN)

Intermediate

Confucius