ILMAM MOURTADA A. FAKHRI

PERSONAL AND CONTACT INFORMATION

Nationality: Iraqi

Current Location: Erbil, Iraq

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Email: ilmam.mourtada@gmail.com

LANGUAGES

- Arabic: native speaker
- English: fluent
- German: intermediate
- French: beginner

EDUCATION

2007–2009   Arab Academy for Financial Sciences   Damascus, Syria
- Masters in Computer Information Systems

1994–1999   University of Damascus   Damascus, Syria
- Bachelor in Civil Engineering

PROGRAMMING LANGUAGES AND TECHNICAL SKILLS

- C#, VB.NET, Visual Basic, Perl, Python
- Android Applications
- SQL Server, Oracle, MySQL
- HTML, XML, CSS, JavaScript, PHP and ASP.NET
- UML
- SEO, web administrating and marketing
- Adobe Photoshop

SUMMARY

Software engineer and developer with more than 13 years of experience in various areas of software development. Focused on web development and technologies. Experienced with Microsoft products and tools, as well as open source environments. Experiencing diversity of roles in many different projects: as a developer, team leader, project manager, software engineer, QA engineer, operations engineer and other roles when needed.

Very familiar with software engineering principles, and demonstrated high level of self management, flexibility, quick learning, adaptation and dedication; particularly exhibited in long commitment with outsourced and offshore projects; and well proven by the diversity of roles and project types involved with. Ability to withstand pressure and hold responsibility when dealing with customer facing duties.

Key projects and roles:

- **International Organization for Migration** (2018 - present)

  Home based data developer for TRU development team in IOM Iraq / Erbil.

- **MidyaTech** (2013 - present)

  Schools Management, Students Management, and Human Resources Systems for Ministry of Education in Kurdistan Regional Government in Iraq as development team lead.

- **Global IT** (2012 - 2013)

  Vehicle Services System (solution for automating workflow in Ministry of Transportation in Syria) as Project Manager.

- **Yahoo Corporation** (2007- Nov, 2011)

  "SEMantic SEO Analytics" Solution, as Quality Assurance Engineer, Operations Engineer and Developer

- **Yahoo Corporation** (2005-2006)

  "DYC" BI Solution, as Lead Developer
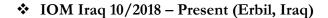
- **Dun & Bradstreet** (2004-2005)

  "Detailed Packets and Scores" reverse engineering project, as System Analyst and Software Engineer

- **FRANSABANK** (2006-2007)

  "WASP" Fransabank Web Analytics solution, as Software Engineer

- **Revenue Science** (2002-2003, 2004-2005)

  "DigiDesk" help desk and ticketing solution, Project Manger and Lead Developer

❖ IOM Iraq 10/2018 – Present (Erbil, Iraq)

Data developer (Home Based)

Worked for TRU development team as data developer. Technologies used: ODK, Drupal, PHP, MySQL and Android.

❖ MidyaTech 2013 – Present (Erbil, Iraq)

Lead of development department

Clients and their projects that I worked as main developer, co-analyst and designer:

- Ministry of Municipality in KRG Iraq
- Ministry of Higher Education in KRG Iraq
- I-Reach Telecom
- Ministry of Education in KRG Iraq

Technologies used: PHP, MySQL, Oracle, SQL Server, C# and Android.

❖ Global IT 2012-2013 (Damascus, Syria)

Project Manager / Quality Manager

Vehicle Services System

- Project Manager for a critical e-Gov project that aims to automate the services and workflow of Ministry of Transportation in Syria

❖ Yahoo Corporation 2005-2006, 2007-2011 (Outsourced Contractor)

Outsourced Contractor: Quality Assurance Engineer / Operation Engineer / Developer

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SEMantic SEO Tools Projec (2007 – Nov 2011 wtih nPario & Inquirogroup)

- Participate in developing Yahoo SEMantic SEO Tools, a BI solution for analyzing referral and social referral data of different Yahoo properties
- Quality Assurance Engineer for Yahoo SEMantic SEO Tools. Responsible for preparing test plans and executing them.
- Operation and support engineer for Yahoo SEMantic SEO Tools. Responsible for daily data processing, and resolving any raising problems

DYC Project (2005 – 2006 with DMX Group)

- Quality Assurance Engineer for Yahoo SEMantic SEO Tools. Responsible for preparing test plans and executing them.

❖ DMX (USA) & Internet Systems Support(Syria) 2003 - 2007

Software Engineer / Developer

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FransaBank Web Analytics Project (2006 – 2007)

- Participated in analysis, design and implementation of Web Analytic Reporting System for FransaBank Lebanon. Using ASP.NET, C#, SQL Server 2005, and SSIS.

Dun & Bradstreet's Detailed Packets and Scores Project (2004 – 2005)

- Participated in analysis, design and implementation of Dun & Bradstreet's reverse engineering project "Detailed Packets and Scores". Translating COBOL code into SQL Server 2000 pipeline.

Teleco Project (2003 – 2004)

- Participated in designing and building an evolving prototype of reporting system for a generic Telecommunication company, using: ASP and SQL Server 2000.

❖ Revenue Science (aka digiMine) (USA) 2002 - 2005

Software Engineer / Lead Developer (Outsourced contractor)

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digiDesk Project (2002 – 2003 & 2004 – 2005)

- Designed and developed a web based issue tracking System "digiDesk". The product was made in ASP and SQL Server 2000; and was used organization wide as a main help desk and ticketing system.
- Worked in several web and windows applications based on .NET and SQL Server. Including newer version of "digiDesk" web application.

Analytical Reports (2003 – 2004)

- Generate analytical reports from web traffic data of digiMine's customers, such as: DCX, ATT, Nordstrom, and American Express. Using SQL Server 2000 to generate ad-hoc aggregations and reports.

❖ Net Systems 2001 – 2002 (Damascus, Syria)

Co-founder / Web Designer and Developer

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- Designed and developed several commercial websites using traditional ASP and MS Access, one of high profile projects was an e-cards website for TBZ cards.

❖ Free Lancing (GulaTech) 2009 - Present

Application Developer / Web Designer / Web Administrator / SEO (Free Lancer)

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- Design, build, and support static and dynamic websites with the following technologies: C#, ASP.NET, PHP, SQL Server, MySQ, HTML, CSS, Ajax, Javascript and jQuery.
- Web Administration and monitoring
- Search Engine Optimization and social media marketing
- Web analytics
- Free lancing projects include, but not limited to the following websites:
    1. Advertising Agency Management System
    2. Clinic Clients and Appointments Management System
    3. www.dp-news.com
    4. www.cimadrama.com

Aptech Computer Education Center 2010 - 2012 (Damascus, Syria)

Teacher / Faculty Member

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- Taught the following courses:
    o Software Engineering
    o Project Management
    o ASP.NET & ADO.NET
    o MS SQL Server
    o HTML & CSS