


PERSONAL INFORMATION

Mohamad Osama Osman**Information Technology engineer (Network and operating systems)** Erbil, Iraq, Sky Qandil Motel, Jalil Khayat Mosuqe +964 7503328545 Osama.osman94@hotmail.com <https://www.linkedin.com/in/osamaosman>**Gender** Male | **Date of birth** 12/09/1994 | **Nationality** Syrian

WORK EXPERIENCE

(OCT 2017 – JUN2019)**Business Analyst**

Syriatel Mobile Telecommunication

- Meet with the various project stakeholders in order to understand the expected output from the requested System
- Organize and facilitate brainstorming sessions to define the business requirements
- Organize and facilitate negotiation sessions in case of conflicting requirements
- Construct Business requirement specifications document

(FEB 2016 – OCT2017)**Contact Center Representative**

Syriatel Mobile Telecommunication

- Handle customer inquiries
- Achieve sales objective
- Managing Main Facebook Page

EDUCATION AND TRAINING

(Graduated at July 2019)**Information Technology Engineer Networks and operating Systems**

Damascus University Faculty of information technology

- completed computer science classes

Professional Business Analysis (PMI-PBA)

Venture international business Consulting & Training

- Met the standards required for the completion of PBA certification training at Syriatel Premises

CCNA

Asia Institute

- Acquired CCNA certificate of attendance

PERSONAL SKILLS**Mother tongue(s)** ▪ **Arabic****Other language(s)**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	Very Good	Very Good	Very Good	Very Good	Very Good

Communication skills

- ☐ very good communication skills acquired through career as Contact Center Representative
- ☐ demonstrated ability to communicate with costumers from different socioeconomic backgrounds
- ☐ very good Sales Skills demonstrated through career as Contact Center Representative
- ☐ very good at communicating with stakeholders in order to elicit business requirements

Organisational / managerial skills

- leadership (demonstrated while heading group of my colleagues on multiple school projects)

Job-related skills

- showed ability to work under pressure in a fast-paced environment while working on collage projects and contact center representative
- ability to work within deadline demonstrated through working on projects as Business Analyst
- fast self-learner demonstrated through my studies

Computer skills

- Microsoft office: good experience
- programming languages: C++, java, Sql
- BPMN

ADDITIONAL INFORMATION**Projects****Simulation of anti-lock braking system**

Good simulation of car model demonstrating the difference in movement between regular braking and anti-lock braking using LWJGL which is a graphical library based on java language

Movie Recommender System

Artificial Intelligence System with website that recommends movies for the user depending on the user's specifications and ratings

Performance modification on AODV protocol in Ad-hoc Networks

Enhanced the algorithm that the original protocol uses to transmit data and control packets

Projects (As Business Analyst)

- Integrated Bulk Messaging System
- Sites Management Information System
- Contact Center Support System
- Production Management System