PERSONAL INFORMATION

Kanaan Alahmad

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Sex Male | Date of birth 23/06/1992 | Nationality Syrian

WORK EXPERIENCE

November 2017 – Present

IT Logistics Coordinator

Syria Trust for Development, Damascus, Syria.

- Assist technical support staff in managing tickets to meet standard of Trust Technology Team.
- Assist in planning and implementation of special projects.
- Respond to employees request in timely and accurate manner.
- Responsible of troubleshooting and monitoring more than 100 Laptop and PC.
- Responsible of maintaining and monitoring printers.
- Developing creative technical solutions for projects in order to increase the speed and accuracy of work.
- Producing warehouse assets reports.
- Delivering technical assets to new employees (Laptop, screen, mouse …. etc).
- Monitoring Computers safety and increase the knowledge of users about malicious software in order to protect the company data.
- Working with Core & network team to provide information about each computer and to make sure that the protection policy is applied.
- Working on developing new policy of how the IT technician should deal with users and providing procedures of behaviour.
- Providing analytical data to our Core & Network team about issues that arise with the computer network and help them in solving it.

Organization

November 2015 – May 2016

Tender Supervisor

Oras Co, Damascus, Syria

- Supervisor of delivering and manufacturing two Hydro jetting pumping kit to the ICRC Committee.
- Responsible of the correspondence between the company and ICRC.

Plastic and Agricultural equipment Factory.

April 2014 – March 2015

Mediator and Translator

Tehran, Iran

- Mediating between companies from Iran and Syria to fix deals.
- Translating from Arabic to Persian and vice versa.

Freelance Translator

November 2012 – January 2013

IT Technician

Sync post and art production, Damascus, Syria.

- Computer assembling and maintenance.
- Troubleshooting hardware and software problems.
- Installing, configuring and troubleshooting the office network between PC's and Mac.
- Backup Management, reporting and recovery.

Art production and sound company.

January 2012 – January 2012	**Translator**

UCSI University, Kuala Lumpur, Malaysia.

▪ Translating the University English Enrichment program brochures from English To Arabic.

Freelance Translator.

January 2007 – September 2009	**Sales associates & IT Technician**

Oras Co, Homs, Syria.

▪ Selling company products directly to customer.
▪ Cashier.
▪ Data entry.
▪ Taking orders from distributers and sending them to production lines.
▪ Requesting raw materials for production.
▪ Represented the Company in multiple Syrian exhibitions (Al-Basel Exhibition for creativity and invention).
▪ Computer assembling and maintenance.
▪ Troubleshooting hardware and software problems.
▪ Installing, configuring and troubleshooting the office network.
▪ Backup Management, reporting and recovery.

Plastic and Agricultural equipment Factory.

EDUCATION AND TRAINING

March 2017 – August 2017	**Certificate of Achievement in Web Application Development**

New Horizons, Damascus, Syria.

▪ HTML & CSS.
▪ Dreamweaver.
▪ JavaScript fundamentals.
▪ PHP & MySQL.

September 2015 – Present	**Bachelor Of Information Technology Engineering**

Arab International University (AIU), Damascus, Syria.

▪ Computing.
▪ Networking.
▪ Communications.
▪ Decision making.

September 2007 – July 2010	**Professional Baccalaureate (Information Technology)**

Homs, Syria.

▪ Computer Programming.
▪ Networking.
▪ Electric and digital circuits fundamentals.

PERSONAL SKILLS

Mother tongue(s)	Arabic

Other language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
C2	C2	C2	C2	C2

English

English Enrichment program –UCSI University in Malaysia. Upper intermediate.

Persian	B2	B2	B2	B2	B2

Persian Language certificate from Imam Khomeini university in Qazvin. Advanced level.

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
Common European Framework of Reference for Languages

Communication skills
- Good communication skills gained through my experience as sales associates and at exhibitions.
- Listening
- Friendliness
- Feedback
- Non-Verbal Communication skills

Organisational / managerial skills
- Leadership: Gained through my experience as a sell associative as I was responsible of the worker at the factory.
- Planning and organizing.
- Business writing skills in both Arabic and English.
- Critical thinking
- Adaptability: efficient under pressure and always meet deadlines.
- Decision Making
- Creative Thinking
- Documentation
- Multitasking
- Identifying problems
- Problem Solving
- Filing
- Office Solution

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient User	Proficient User	Proficient User	Proficient User	Proficient User

Levels: Basic user - Independent user - Proficient user
Digital competences - Self-assessment grid

- Excellent command of office suite.
- Good command in Spreadsheets and Database software.
- Excellent Command of Presentation software (PowerPoint & Prezi).
- Good command of OS using.
- Computer maintenance both hardware and software.
- Basic Networking skills.
- IT Troubleshooting.
- Strong knowledge of viruses' application glitches and hardware issues.
- Good command of Adobe Photoshop.
- Good knowledge of Programming language (C++, C# and SQL)
- Web and social skills.
- DOS

Driving licence
Syrian Driving licence category: B.

ANNEXES

- Certificate of Achievement of Dreamweaver CC Course.
- Certificate of Achievement of JavaScript fundamentals Course.
- Certificate of Achievement of Web application developments using PHP & MySQL Course.
- Certificate of attendance of English Enrichment Programme from UCSI university.
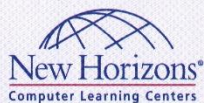
New Horizons®
Computer Learning Centers

CERTIFICATE OF ACHIEVEMENT

This is to acknowledge that

Kanaan Salman Alahmad

Has successfully completed a course on

Dreamweaver CC

16/07/2017
Date

Ammar Hakim
General Manager

Instructor

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PMI
Project Management Institute

CHARTER
Training Centers

CERTIFICATE OF ACHIEVEMENT

This is to acknowledge that

Kanaan Salman Alahmad

Has successfully completed a course on

JavaScript Fundamentals

30/05/2017
Date

Ammar Hakim
General Manager

Instructor

New Horizons®
Computer Learning Centers

CERTIFICATE OF ACHIEVEMENT

This is to acknowledge that

Kanaan Salman Alahmad

Has successfully completed a course on

Web Applications Development Using PHP & MySQL

10/08/2017
Date

Ammar Hakim
General Manager

Instructor

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