

Rawad Obied

Date of Birth : 9th February 1989

Gender : Male

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Paderborn, Riemkestrasse

Damascus , Syria

Languages

English: 

Arabic: 

German: 

Profile

Experienced IT Specialist with a medium background in designing, developing, and maintaining web applications. 10+ years of industry experience.

Career Objective

Seeking a challenging positions in IT department , Networking Servers and Softwares , Mikrotik and APs , CCTV Management, developing web applications in a well known company / organization where I can utilize my knowledge qualifications plus my ability to communicate effectively in a friendly and diplomatic manner.

Knowledge

- _ Programming languages: c#, .net, sql, oracle database JavaScript PHP, React js. (Web Applications) ,React Native (Mobile Applications)
- _ software Applications: Opera , Protel , Omega (hotels management) & Micros , POS (restaurant management) & Take care (Accounting Systems Software), VMware & Hyper-V work stations.
- _ OS: Windows , Linux , Mac.
- _ Adobe Softwares: Photo shop , Illustrator , After Effects.
- _ Social Media Managment.

Skills & Qualifications

- _ An organized approach and excellent time management skills.
- _ Excellent communication skills.
- _ The ability to work well as part of a team.
- _ A good level of English spelling and grammar.
- _ Accuracy and attention to detail.
- _ Keeping a good relationship with customers.
- _ The ability to work with a team as effective team member.
- _ The ability to work under pressure.

Professional & Experience

April 2021 till present: Sipan Hotel-Erbil

Title: IT Manager

Responsibilities:

- Manage information technology and computer systems
- Plan, organize, control and evaluate IT and electronic data operations
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Identify problematic areas and implement strategic solutions in time
- Audit systems and assess their outcomes
- Preserve assets, information security and control structures
- Handle annual budget and ensure cost effectiveness

March 2018-April 2021: Best Western Plus Erbil Hotel

Title: IT Officer

Responsibilities:

- keep computer systems running smoothly and ensure users get the maximum benefit from them
- install and configure computer hardware operating systems and applications
- monitor and maintain computer systems and networks
- talk to staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues

- troubleshoot system and network problems, diagnosing and solving hardware or software faults replace parts as required
- provide support, including procedural documentation and relevant reports
- follow diagrams and written instructions to repair a fault or set up a system
- support the roll-out of new applications
- set up new users' accounts and profiles and deal with password issues
- respond within agreed time limits to call-outs
- work continuously on a task until completion (or referral to third parties, if appropriate)
- prioritise and manage many open cases at one time
- rapidly establish a good working relationship with customers and other professionals, such as software developers
- test and evaluate new technology
- conduct electrical safety checks on computer equipment.

June 2018-October 2018: Hyksos Hotel-Erbil

Title: Receptionist.

Responsibilities:

- Greet all guests and assist them with check-in and check-out.
- Maintain a positive attitude and friendly demeanor.
- Respond to all guest questions and requests.
- Answer and forward phone calls.
- Manage guest bookings and reservations.
- Keep a tidy and orderly workspace.
- Assist with administrative and clerical tasks as needed.

January 2018 till June 2018: UNICEF - Lebanon

Title: part time contract as Team leader.

Responsibilities:

- Administrative assistant and data entry in UNICEF project for Syrian refugee children's, (ALP) Accelerated Learning Program.

January 2015 till May 2017: Sheraton Ma'aret Sednaya Hotel - Damascus Rural

Title: IT Manager.

Responsibilities:

- Supervise the IT and computer systems.
- Ensure the maintenance of the systems are implemented.
- Regularly check, organise and control the IT and electronic data operations.
- Manage the staff by recruiting, training, communicating the expectations and appraising their performance.
- Design, develop and coordinate systems, policies and procedures in the department.
- Ensure that all the data, network access and systems are secure and protected.
- Regularly ensure backing up of systems.
- Work towards the user's needs by identifying problem areas and implement solutions quickly.
- Regularly audit systems and study the outcome.
- Ensure cost effectiveness and work in line with the budget.
- Regularly file reports on the functioning of the systems and department.

October 2009 till December. 2014: Real word for technology - Damascus / Syria

Sector: software programming company (Oracle + Developer)

Title: Technical support.

Responsibilities:

- IT support.
- Program support to customers.
- Delegate the company to customers for software update.
- Develop plans for new projects commensurate with current requirements.
- Logistic Duties.