An Opportunity To Engage In IT Work Involving Design, Deploying, And Supporting IT Solutions (Software & Hardware) & Document Management Systems As A Senior Technical Consultant, In Which Position I Can Make Use Of My Considerable Experience And Leading Teams Of Professionals Towards Completing Goals.

**Core Competencies: Soft Skills:**

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| --- | --- |
| * + Efficient management assistance and Team Leading   + Customer service   + Business Users Training Sessions   + Advanced computer skills | * + Excellent communication, organizational and interpersonal skills   + Ability of working independently and in a team, team building and leadership   + High motivation, patience and strong willingness to perform   + Ability to speak and perform in front of audience |

**Professional Experience**

**ECM & Archiving Team Leader,** Diyar United Company, Farwaniyah, Kuwait

***January 2008 – up to now***

* Project Planning and Project Management
* Manage ECM & Archiving team member and resources
* Full lifecycle application development
* Designing, coding and debugging applications in various software languages.
* Design, Integrate and implement OpenText Enterprise Content Management (ECM) Technology & Software, Microsoft SharePoint Web Technology and other Document Management Systems.
* Software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis
* Object-oriented Design and Analysis (OOA and OOD)
* Software modelling and simulation
* Front end graphical user interface design
* Software testing and quality assurance
* Performance tuning, improvement, balancing, usability, automation.
* Support, maintain and document software functionality
* Integrate software with existing systems
* Prepare and design Software production Environment including Operating system and networking
* Deploy and implement Software and solutions productions
* Evaluate and identify new technologies for implementation
* Maintain standards compliance
* Implement localization or globalization of software
* Search, summarize and keep the team abreast of strategic information from all sources
* Writing proposals or papers for Projects and Tenders.
* Making presentations to customer or client audiences or professional peers.
* Maintain positive client interactions.
* Perform Strong and effective inter-personal and communication skills and the ability to interact professionally with a diverse group of clients and staff.
* Responsible for communicating with engineers and manufacturer's technical support staff regarding programming needs and performance.
* Provide administrative and Technical support to the organization and Customers
* Provide feedback to analysis/training staff about performance considerations / usability issues concerning software specifications and implementation.
* Provide assistance to testers and support personnel as needed to determine system problems.
* Consult with customers, other departments on project status, proposals and technical issues.
* Advise customers about the performance and maintenance of software system.
* Store, retrieve and manipulate data for analysis of system capabilities and requirements.

**Web Developer,** Sama Information Technology, Amman, Jordan

***March 2007 – December 2007***

* Develop new Web applications as identified by supervisor and management through packaged and customized applications.
* Create a company-wide Intranet, allowing data manipulation for each internal staff member.
* Maintain and enhance existing Web applications and all internal systems are integrated.
* Perform complete testing of Web applications unit and system, engaging users as necessary.
* Conduct all user acceptances testing, and report results.
* Design and implement user-driven templates, databases and interfaces for ease of use.
* Develop database-driven Web interfaces for rapid, real-time information sharing.
* Develop external Web portals allowing users to input and retrieve accurate information.
* Participate in dynamic priority setting sessions as the summer season unfolds.

**Support Engineer,** PlatinumTel Communications (PTEL Mobile), Chicago, IL

***August 2006 – March 2007***

* Responsible to undertake day-to-day support activities for both customers and internal staff
* Support, monitor, test and troubleshoot software problems
* Install new software releases, system upgrades, evaluate and install patches and resolve software related problems
* Providing high-quality technical support for both employees and customers
* Taking ownership of technical issues, and working with development team and other teams to resolve more advanced issues when necessary
* Resolving escalated customer complaints without the need for team lead intervention
* Documenting troubleshooting and problem resolution steps

**Projects and Achievement**

* Registration System for Master Degree in AABU Univ., including (Registration, Courses Scheduling & all forms needed for the students) used in the University Website (www.aabu.edu.jo) using JSP.

🡪(This was my graduation exit project which included numerous other projects for Univ. courses)

* Deploy, Design and install the Livelink EDMS and Brava Reader in KUFPEC (Kuwait Foreign Petroleum Exploration Company) – Kuwait [Using MS SQL 2000 Server], Implements Their Taxonomy, User Rights, Folder Structure and provide them with End users and Administration training courses.
* Deploying and integrating Sakhr OCR (Optical Character Recognition) with Livelink to be used for searching through Tiff and PDF Documents for KUFPEC (Kuwait Foreign Petroleum Exploration Company).
* Design, Customize and Implements Three Processes Workflows in KUFPEC (Kuwait Foreign Petroleum Exploration Company) – Kuwait.
* Implementation, Deployment Consultant and Technical Support role for the Boubyan bank Implementation of OpenText Livelink EDMS, Archive Serer and E-mail Archiving. This project is live Now, also deploying, building their Taxonomy, document policies [security/retention], hardening and Backup procedures [back end MS SQL 2000 Server].
* Providing the Livelink Enterprise Scan module Installation, Deployment and Training For Boubyan Bank.
* Upgrade and apply the new patches for Boubyan Bank OpenText Livelink EDMS, Archive Serer and E-mail Archiving to be suitable for MS Office 2007 and Exchange 2003 after the update of their MS. Environment as a whole.
* Supporting for Livelink of the Public Authority for Housing and Welfare –Kuwait. [Back end Oracle 10g R2 Server]
* Upgrade The Archive Server of Public Authority for Housing and Welfare –Kuwait, and Move it into New Hardware Environment.
* Upgrade PAHW (Public Authority for Housing and Welfare)–Kuwait, Environment including Livelink EDMS and Archive Server into Latest Versions.
* Deploy, Design and install Livelink EDMS for SCB project (Saving & Credit Bank)-Kuwait with Migration from Byte Quest System into Livelink ECM and implementing a Patch scan and viewer Module which was designed by DUC.
* Moving Livelink EDMS Production Server of SCB (Saving & Credit Bank) from a single node into a cluster environment (Two nodes using Active-Passive Cluster) and Configuring their HW. And cluster environment (Windows and SQL cluster) Environment.
* Implements and deploy Livelink EDMS and Archive Server as a Demo for MOD (Ministry of Defence) – Kuwait.
* Working on PIC (Petrochemical Industry Company) - Kuwait for deploying Brava Enterprise Reader.
* Prepare and Configure Production Servers of MOE (Ministry of Education) –Kuwait High Availability Clustered Environment (Two nodes using Active-Passive Cluster) (Windows Server 2003 and SQL Server 2005).
* Technical Consultant Performing Implementation, Deployment and Support role for OpenText Livelink EDMS, Archive Server, Brava Reader of MOE (Ministry Of Education)- Kuwait.
* Deploy and implement the Document Management Taxonomy (Categories, permissions, folder structure) of MOE (Ministry of Education) -Kuwait.
* Working on MOE (Ministry of Education) Kuwait backlog using a batch scan Designed by DUC and Livelink as Document Management Pool.
* Deploying and Implementing Livelink Enterprise Scan module Installation, Deployment and Training for MOE (Ministry of Education).
* Deploying and integrating Sakhr OCR (Optical Character Recognition) with Livelink to be used for searching through Tiff and PDF Documents for MOE (Ministry of Education).
* Implementing and deploying Livelink Email Archiving Server as a Demo for PIC (Petrochemical Industry Company) and Perform the Presentation.
* Implementing and deploying In House Environment for DUC including Livelink EDMS, Archive Server and Email Archiving System.
* Implementing and deploying KPTC Fare Collection System (Kuwait Public Transport Company) Designed by DUC.
* Installing and Deploying Livelink EDMS, Archive Server and Email archiving for KPI (Kuwait Petroleum International) project and designing their HW. Environment.
* Implement Livelink EDMS, Archive Server, Email Archiving and File Server Archiving as a Demo for KOTC (Kuwait Oil Tankers Company) for their IT Department.
* Integrating Livelink EDMS with MS Share Point Server 2007 (Demo) For Tasweek - Qatar.
* Deploy, Design and install Livelink EDMS Server and Archive Server for PAI (Public Authority of Industry) project on a cluster environment (Two nodes using Active-Passive cluster) and Configuring their HW. and their cluster environment (windows and SQL cluster) Environment
* Upgrade KNPC Smart Card Intercede System including Application, OS, and Install New Services for 64Bit Windows Users.
* Deploy, Design and install OpenText CS10, Archive Server 9.7.1 and File Server Archiving Module for KUFPEC (Kuwait Foreign Petroleum Exploration Company).
* Migrate KUFPEC (Kuwait Foreign Petroleum Exploration Company) Shared File Server and Folders Structure into OpenText CS10 using File Server Archiving (FSA) and apply their Taxonomy, Folders Structure and Users & Groups Permission.
* Deploy, Design and install SharePoint 2010 Portal for DGCA (Directorate General of Civil Aviation) Kuwait and Implements Their Portal Customization.
* Deploy SharePoint 2010 Portal for MOE (Ministry of Education) Kuwait and integrate it with LP+ ELearning Solution on a farm consists of 20 server and 135 Schools.
* Deploy, Design and install Mail Tracking and Content Management System using SharePoint 2010 for CBK (Central Bank of Kuwait), and Deploy Their Security and Hardening Policy.
* Deploy, Design and install SharePoint 2010 Portal for AWQAF – Kuwait, and Integrate in with Atlas GIS System.
* Deploy, Design and install OpenText CLM 10 for DGCA (Directorate General of Civil Aviation) Kuwait project and configuring and customize their VMware environment, also deploying and building their Taxonomy, document policies and ACL for their 13 departments.
* Deploy, Design and install OpenText Metastorm BPM (MBPM) for DGCA (Directorate General of Civil Aviation) Kuwait and Implement 10 Workflows for their Business processes.
* Upgrade Livelink EDMS Production System of SCB (Saving & Credit Bank) into OpenText CS10 and latest CLM components on a cluster environment (Two nodes using Active-Passive Cluster) and Configuring their HW. Virtual and cluster environment (Windows and SQL cluster) Environment.
* Deploy, Design and install SharePoint 2013 Intranet and Internet Portal for SCB (Saving & Credit Bank) – Kuwait, and integrate it with OpenText CS10 System.
* Deploy, Design and install OpenText CLM 10 for EPA (Environment Public Authority) Kuwait project and configuring and customize their VMware environment and deploying, building their Taxonomy, documents ACL.

**Trainings and Courses**

* Project Management Professional Course
* Building High Performance Teams & Problem Solving
* Livelink Technical Certified Consultant (Consultant Certificate from OpenText)
* OpenText MPBM Business Process Management Foundation.
* MS SharePoint 2010 Administration and Configuration
* Kofax Capture 8.0 Technical Training (Certified Kofax Technical Solutions Specialist)
* Documentum 6.5 Content Management Foundations Workshop
* MS Office SharePoint Server 2007 Configuration
* MyID Installation & Configuration Training
* MS SQL Server 2005 Implementation and Maintenance
* Core MCSE for [Microsoft Windows Server 2003](javascript:selectCourse('73310'))
* MS Exchange Server 2003
* Visual Basic version 6.0
* Visual C++ version 6.0(OOP)
* Introduction to Java Server Pages(JSP)
* Java , Visual Java, Html, Xml, Swing & Class Building
* Visual Programming Using Java.
* ASP.Net with VB.NET &C#
* PC Maintenance
* Introduction to Oracle & SQL/Plus
* Introduction to Accounting Principles
* Introduction to Economy Principles
* Introduction to Management Principles
* Object Oriented Programming
* Computer Networks

**Education and Credentials**

**Computer Information Systems**

Al Al-Bayt University, Mafraq, Jordan, October 2003 – June 2007

Academic Degree: Bachelor of Computer Information System

Main Focus On: Software Engineering, Computer Science, Programming