

Seeking a role in strategy, analytics, and project management, leveraging IT support experience and aspiring to a career in information technology.

VALUE PROPOSITIONS

- Leverage strong data analytics and conceptual skills to optimize business strategies and improve system performance.
- Proven track record of successfully delivering projects on time and within budget.
- Support desktop, laptop, and related technologies with setup. Also, Support users with technical issues related to software, hardware, and networks.
- Develops and supports effective technical solutions for applications and their integration with other systems.
- Provide technical training and mentorship to team, students, and technicians.

PROFESSIONAL EXPERIENCE

LECTURER (Part-Time) | University of Texas at Dallas, Richardson, TX **8/2024- Present**

Teach undergraduate courses at the Department of Computer Science.

- Served as an academic advisor for ten student groups conducting research and development/ application projects.
- Utilizing statistical analysis to process and demonstrate research findings.
- Organizing and leading regular meetings to discuss project progress, address challenges, Code review, and make decisions.

TECHNICAL WRITER/ EDITOR | Freelance, Frisco, TX **12/2023-8/2024**

Work alongside engineers and technical specialists to streamline the documentation process through a unified system. This collaborative effort will outline publication guidelines, establish success metrics, and develop a well-defined framework with clear objectives and evaluation criteria.

- Developed technical documentation for IT solutions, including operational guides and compliance documentation.
- Created detailed documentation outlining the strategic planning and business process management frameworks used.
- Assessed cyber threats, vulnerabilities, and risks and effectively communicated them through written policies and procedures.
- Prioritized client satisfaction by conducting informational interviews with stakeholders to understand their needs deeply.

COMPUTER ENGINEER | Shihab Tech, Baghdad, Iraq **1/2023-12/2013**

Provided critical IT support to 100-200 end users by resolving system failures and technical issues, optimizing network infrastructure, maintaining LANs / WANs, switches, routers, and encryption devices, deploying Windows account management tools, and conducting account administration tasks.

- Played a vital role in increasing network efficiency and performance by configuring access control lists, installing/upgrading software and firmware, performing periodic network scans, and identifying security vulnerabilities.
- Experienced in leading and facilitating diverse, high-performing teams.
- Promptly responded to inquiries, generated logins and email accounts, and provided cross-functional teams with hands-on technical training and guidance.
- Developed mitigating solutions that curtailed risks and threats by researching host intrusion prevention, data loss, email/web gateway, attack vectors, and best practices.
- Provided technical support for software, hardware, and network connectivity and trained and mentored IT staff.

RESEARCH SCIENTIST/PROJECT MANAGER | Riverside Research, Beavercreek, OH **7/2020–12/2022**

Lead researcher on multiple engineering projects, driving lifecycle, scope, planning, design, experimental testing, and milestones.

- Tested system resilience through controlled failure scenarios.
- Created and implemented innovative system designs that effectively drive desired business outcomes.
- Played a key role in developing publication strategies, formulating RFPs, engaging target stakeholders, and influencing organizational decision-making.
- Recognized for significant contributions to the team, including fostering collaboration, crafting proposals and plan-of-actions, , developing key performance indicators (KPI), and cultivating innovative ideas.

- Participated in Research and development program/ Project for US government contractors and agencies funded by Riverside’s Independent.
- Collaborated with DoD’s Test Resource Management Center (TRMC), US Navy, US Air Force, University of Arizona, Avirtek, and Wilson Innovative Solutions, building opportunistic networks and prospective business.
- Attended SPIE, IEEE S&P, and DARPA ERI Summit & MTO Symposium (2021, 2022).

PRODUCT TECHNICIAN ANALYST | Stryker Co., Portage, MI **10/2019–7/2020**

Coordinated and aligned Stryker’s supply chain logistics by spearheading manufacturing inspections for electro-mechanical products and components, troubleshooting shipment issues, and providing technical support.

- Performed physical inventory counts, maintaining daily operational status, technical reports, and documentation via SAP Business / ERP and PTC Windchill.
- Provided technical support for PC administration, Windows/macOS, and MS Office.
- Developed, implemented, and monitored the delivery of efficient solutions and procedures to address a wide range of business requirements.

DATA & LITERATURE ANALYST | Whirlpool Co., St. Joseph, MI **10/2018–10/2019**

Turned around existing publication system deficiencies by extracting complex structured data, designing a system for technical documentation, training materials, and SOPs, updating literature objects via PTC Arbortext, and integrating/migrating large data sets.

- Relied on PTC Windchill Product Lifecycle Management (PLM) to manage product/project information and organize product literature, owner’s manuals, user guides, and quick-start guides.
- Utilized database management tools to document and implement hardware and software updates, ensuring optimal PC system performance.

EDUCATION & CREDENTIALS

Ph.D. Computer Science (2018), Western Michigan University, Kalamazoo, MI.

Masters of Science, Data Security (2002), University of Technology, Baghdad, Iraq.

Bachelor of Science, Physics (1996), AlMustansiriyah University, College of Education, Baghdad, Iraq.

CompTIA Security Analytics Professional (CompTIA Security+ & CompTIA CySA+) **2024**

TECHNICAL PROFILE

Software	Programming	Security
Microsoft 365, Azure Active Directory	Java, Python, MATLAB, SAS, VB.Net, and SQL	Nessus, Nmap, OpenVAS
Operating Systems		Product Lifecycle Management
Windows 10, Windows Server 2016, Linux		PTC Windchill/ MOVE WM