Moayad Eljerjawy

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Consultant

- Experienced IT Business Analyst with a demonstrated history of working in the computer software industry. Skilled in Requirements Analysis, Virtualization, Networking, Digital Transformation, IT Strategy & Planning, Databases and Project Management. In summary, highly ethical, well rounded, energetic, results-oriented, professional with a balanced combination of solid technical background and strong service delivery and business development skills that can help effect a considerable positive change in any organization he joins.

- Key specialties:
  - IT Consultant
  - Business Analyst
  - Networking
  - IT Strategy & Planning
  - Software & Hardware
  - Enterprise Business Application – ERP, CRM, SAP, ECM

Certification & Education

- Certified Information system Auditor (Currently pursuing)
- PRINCE 2 Foundations Certified - 2019
- ITIL V3 Foundations Certified - 2019
- VMware Certified Professional 6.5 – Data Center Virtualization -2019
- Microsoft Certified Solution Associate (MCSA) – 2018
- Bachelor's degree in Electrical & Communication Engineer from Princess Sumaya University for Technology – 2017
- CCNA (Routing & Switching) - 2017
- EMC Cloud Computing - 2016

Professional Experience & Accomplishments

1	❖ **Sharjah Police Headquarters,** www.shjpolice.gov.ae IT Engineer	July 2019 – Present

- ✓ Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)

- ✓ Provide prompt and accurate feedback to customers

- ✓ Refer to internal database or external resources to provide accurate tech solutions

- ✓ Ensure all issues are properly logged

- ✓ Prioritize and manage several open issues at one time

- ✓ Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues

- ✓ Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams• Develop and maintain local networks in ways that optimize and privacy of networks and computer systems.

- ✓ Provide orientation and guidance to users on how to operate new software and computer equipment.

- ✓ Organize and schedule upgrades and maintenance without deterring others from completing their work.

- ✓ Perform troubleshooting to diagnose and resolve problems (hardware, software, repair or replace parts, debugging

- ✓ Maintain records/logs of repairs and fixes and maintenance schedules.

- ✓ Administer network and data security, including directory, group policy, firewalls, virus protection, and email security.

- ✓ Perform data backups to ensure all Pixel work is saved and handle all accesses of the company's digital assets and social media accounts.

- ✓ Stays updated regarding new technology through industry news.

- ✓ Identify computer or network equipment shortages and place orders.

- ✓ Monitor web performance, network availability

2	❖ **General Authority For Sports,** www.gas.gov.ae	July 2018 – July2019
	Business Analyst	

- ✓ Coordinate developers to architect, design, and implement General Authority For Sports Web applications & online services using Microsoft technologies.

- ✓ Coordinate developers to implement a full-fledged SOA environment in the Authority

- ✓ As part of the lifecycle of some applications, led coordination, negotiation, and integration with other external government departments such as Ministry of finance, Abu Dhabi Sports Council & Department of Economic Development.

- ✓ Communicate with stakeholders to understand their requirements

- ✓ Gather feedback from end users about system performance and design UAT.

- ✓ Prepare technical reports by collecting, analyzing and summarizing information and trends.

- ✓ Determine and document user requirements for business process.

- ✓ Work alongside external consultant to meet ISO and Telecommunications Regulatory Authority (TRA) standards.

3	❖ **RAZRLAB,** www.razrlab.com	January 2018 – July 2018
	IT Support Engineer (intern)	

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.

- Providing technical support across the company.

- Monitor and maintain computer systems and networks

- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.

- Conduct electrical safety checks on computer equipment.

- Establish the networking environment by designing system configuration, directing system installation, defining, documenting and enforcing system standards.

Technical Skills

- VB.NET, C#, .Net, C/C++, SQL, MySQL, Python,R
- Java Script, Object-oriented Programming & Design, Web programming, Oracle ERP, SAP, Microsoft Dynamics
- SharePoint, Office 365, Skype For Business, Nintex
- Microsoft Power BI, Tableau, MS Visio, Jira, Confluence, Balsamiq

- Web services, SOA, JMS, XML
- Software Development, Quality Assurance, Business Analysis
- Networks, Data Centers, Systems Architecture, Application Servers, Proxy Servers, Web Servers, Database Servers, Active Directory Servers

Personal Particulars

- Palestinian
- DOB :23rd June 1995

- Valid UAE driving license
- Visa status: Resident

- Speaks Arabic (mother tongue) & English
- References available upon request