**Jawad Hussein Abualwafa**

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**Career Objective:**

I am interested in pursuing career development at your reputable organization; in order to achieve experience that acquires to my skills and knowledge as well as employing the skills I possess at the moment. I will -with these skills- work on establishing unique advantages that would be valuable to the organization at first and to myself onwards. I am a very ambitious person, and my ambition urges me to develop my skills and to improve myself.

**Work Experience:**

**September 2016- Present - Amman Rotana Hotel**

**(Nov 2019-Present) IT Officer:**

**Job Summary:**

Responsible for the Information Technology operation, manage the help desk support and analyse efficiency to provide the best support for Guests.

**General Duties and Responsibilities:**

* Develop and manage an effective and workable framework for improving Help Desk IT support to provide a professional image and business continuity
* Generate periodically reports on customer support issues and evaluate the overall operation to deliver outstanding service
* Ensure that regular trainings are provided to IT Employee and Employees to provide the best level of customer support
* Monitor and oversee the Hotel network and communication operations to guarantee a smooth operation
* Coordinate with other departments to recognize and solve all their requirements to ensure business and operational continuity
* Interact with IT vendors, external suppliers and other contractual partners to ensure procurement and IT services are delivered in time
* Ensure that technology and systems are well maintained to their maximum performance and availability
* Implement policy and procedures to guarantee data and assets availability, integrity and security as per the company standards and ensure business continuity
* Operate in a safe and environmentally friendly way to protect guests’ and employees’ health and safety, as well as protect and conserve the environment
* Comply with the hotel environmental, health and safety policies and procedures

**(January 2018-Nov 2019) Communication and Network Administrator:**

**Job Summary:**

Operate, maintain and support all aspects of the Hotel’s Network infrastructure, Network components and communication systems, in accordance with Rotana Hotels Standards to achieve optimum efficiency of services at all times.

**General Duties and Responsibilities:**

* Administer and maintain all network related devices LAN/WLAN to provide high availability and better performance.
* Administer and manage the company's telephone system and other communication devices to provide high availability and performance.
* Administer and maintain WAN and internet connections to ensure a high connection availability for business continuity.
* Maintain documentations and inventory of all network and communications equipment’s to provide a professional service as per the standards.
* Maintain all users’ access request and rights on the network and provide them with adequate support to enforce rules as per the standards.
* Serve as a primary contact for all network and communication related requested by internal and external Guests to control and maintain records.
* Maintain the network management and security software including the addition of new users and manage rights and privileges to deploy policies as per standards.
* Analyse data and forecasts any needed improvements, budget and implement any changes to effectively manage risks and operation.
* Operate in a safe and environmentally friendly way to protect guests’ and employees’ health and safety, as well as protect and conserve the environment.
* Comply with the hotel environmental, health and safety policies and procedures.

**(September 2016-January 2018) IT Supervisor:**

**Job Summary:**

Provide first level support for all hardware and software problems. Escalate and route complex or unsolved problems to second level support specialists.

**General Duties and Responsibilities:**

* Support all helpdesk calls and help users to solve their problems reported, documenting and update problems and solutions as required
* Top of Form
* Bottom of Form
* Monitor the operation and security of all computer hardware and software to ensure a smooth operation
* Maintain an accurate inventory for hardware and software to maintain an organized environment
* Respond to enquiries from users and help those resolve their problems
* Coordinate with the suppliers to solve complains and reports
* Maintain all users’ access request and authorizations as per the standard
* Follow company policies related to security and operation of computer system to ensure business safety and integrity
* Ensure that all end users are well trained in the different systems so all the applications are utilized efficiently
* Operate in a safe and environmentally friendly way to protect guests’ and employees’ health and safety, as well as protect and conserve the environment
* Comply with the hotel environmental, health and safety policies and procedures

**February 2016-September 2016- Le Meridian Amman Hotel**

**IT Support:**

* Support all helpdesk calls and help users to solve their problems reported, documenting and update problems and solutions as required
* Top of Form
* Bottom of Form
* Monitor the operation and security of all computer hardware and software to ensure a smooth operation
* Maintain an accurate inventory for hardware and software to maintain an organized environment
* Respond to enquiries from users and help those resolve their problems
* Coordinate with the suppliers to solve complains and reports
* Maintain all users’ access request and authorizations as per the standard
* Follow company policies related to security and operation of computer system to ensure business safety and integrity
* Ensure that all end users are well trained in the different systems so all the applications are utilized efficiently
* Operate in a safe and environmentally friendly way to protect guests’ and employees’ health and safety, as well as protect and conserve the environment
* Comply with the hotel environmental, health and safety policies and procedures

**September 2015-February2016 - Jordan Aviation**

**IT Support**

**Training and Development:**

* Oracle Developer (SQL, PL/SQL, REPORT, FORMS)-**Tuned App**
* Destination Leadership (Leadership Skills) -**Amman Rotana**

**Qualifications**

* Platforms: Windows XP, Windows VISTA, Windows 7, Windows 8.1,Windows 10, Windows Server 12, Mac operating system.
* Applications: MS Office, Anti-Virus, Browsers.
* Systems: Active Directory, Microsoft Exchange Console, Office 365, FBM, Bayan, Tiger, Material Control, Opera, Qems, Scala Server, GRMS, Ving Card, Avaya, Sun (sun vision), EMC data domain.
* Hardware: PCs, Laptops, Telephony Systems, Printers, Routers, Modems, IP TV, Key System.
* Experience with Avaya, Windows Server2008 /2012 and Microsoft Office 2010 / 2013 /2016.
* Working knowledge of remote connectivity software such as RDP, desktop Authority (DELL software) and VPN.

**Education**

**Bachelor of Computer Information System** Graduated 2015

Philadelphia University

**Personal Information**

Birth date: 30th of May 1992

Citizenship: Jordanian

Languages: Arabic and English

**Reference**

Upon Request