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Education:

May 2011 An – Najah National University - Palestine - Nablus
(www.najah.edu)

 **Master in Engineering Management**

Note: I took courses in Engineering Project Management, Software Project Management, Engineering Economics and Finance, Crises Management, Strategic Planning and Decision Making, Development and Organizational Behavior, Operations Management, Human Resource Management, Quality Management and Supply Chain Management.

Thesis Topic: Management Information Systems

Thesis Title: "The Opportunities and Challenges of Open Source Initiative in the Palestinian e-Government Program"

July 2005 Arab American University in Jenin - Palestine-Jenin
(www.aauj.edu)

 **Bachelor Degree in Computer Information Technology (CIT)**

Date of graduation: June- 2005-06-09

2001 Jenin secondary Boys School Jenin, Palestine

 **Tawjihi Scientific Stream with final grade of 88.8%**

Work Experience:

- **August 2015 (August 2015 – Now) Working as General Manager for Diploma Programs at Beisan Training Center**

My major roles and responsibilities are:

1. Coordinating with Mutah University in Jordan for Technical Diploma Programs.
2. Preparing Diploma Curriculum for all Diploma Programs
3. Schedule Development.
4. Assigning trainers.
5. Responsible for marketing issues.
6. Responsible for social media issues.
7. Teaching some Courses.
8. Dealing with students' claims and problems.
9. Dealing with trainers' claims and problems.
10. Responsible for registration issues.
11. Rooms / labs Distribution.

- **July 215 (July 2015 – Now) - Working as Trainer in Management and Human Development Topics at Galaxy Training Center- Jenin Branch**

I am teaching some courses at diploma programs, also I am working as a trainer for some training courses in management and human development topics.

- **August 2013 (August 2013 – Now) - Working as Trainer in Management and Human Development Topics at Elite Academy**

I am teaching some courses at diploma programs, also I am working as a trainer for some training courses in management and human development topics.

- **January 2010 (January 2010 – Now) Working as Projects and Training Coordinator at Omniah Youth Center**

I am working at Omniah Youth Center in Coordinating Community and Youth projects sponsored by NGOs in collaborating with Omniah Youth Center and in providing some training sessions through these projects.

- **August 2009 (August 2009 –2015) (6 years Teaching experience) - Working as a Part- Time Instructor at the Continuous Learning Center/Arab American University in the Financial Sciences Diploma Program**

I had worked there as an instructor for some courses in financial sciences diploma programs like E-Banking, Introduction to Computer and Typing courses.

- **April 2008 (April 2008 – December 2014) – working as a Part- Time Branch Manager of Beesan Cultural Center**

I worked in the Beesan Cultural Center licensed by the Ministry of Education as a Part-Time Branch Manager, I was responsible for coordinating for training courses, advertising, logistics management, human resource management, and developing cooperation agreements with some institutions.

- **April 2008 (April 2008 – Now) – working as a Trainer in Management, IT , and Human Development Topic Beesan Cultural Center**

I am teaching some courses at diploma programs, also I am working as a trainer for some training courses in management and human development topics.

- **November 2006 (November 2006 –now) - Working at the Arab American University (AAUJ) –Administrative and Financial Sciences college**

I am working as a Computer Lab Supervisor and Teaching Assistant at Arab American University –Jenin at MIS department since 4/11/2006 until this moment; I always develop the schedule for the practical courses in the College every semester, I am also responsible for identifying the labs technical and non-technical requirements, estimating the annual budget for the labs, and coordinating with different departments in the college to conduct exams, workshops, etc. I also provide the needed technical support during the practical exams

I had presented lectures in a practical course called **Computer Concepts and Business Applications**

- **January 2007 (January 2007–May 2009) - Working as Instructor at Jenin Community College: (2 years Teaching experience)**

I had worked there as an Instructor (Part- Time). I had worked there as an instructor for some courses in financial sciences diploma, business administration, and Office administration and automation programs.

- **July 2005 (July 2005–November 2006) - Working in Jenin Municipality (1 year experience)**

I worked at Jenin Municipality as a Programmer and Technical Support Specialist; since 1/7/2005 until 1/11/2006.

- **August 2004 -Internship in Jordan (2 months experience):**

I got Two-Month practical training at **ATS (Adaptive TechSoft), Amman, Jordan**, on Information Systems Development (Desktop applications). I developed an Information System called **CRS (Cars Rental System)** for managing a cars rental company using Oracle 8i / Oracle Developer 6i.

- **June 2002 (June 2002 –January 2005) –Working as a Public Relations Coordinator (3 years' experience):**

I had worked as a public relations coordinator for the **Jordanian Mobile Hospital in Jenin**.

- **Senior Project –Second Semester 2004/2005:**

I participated in the development of **JMLS (Jenin's Municipality Library System) Information System** for Jenin's Municipality Public Library during the Senior Project Course using Oracle 9i/Oracle Developer 10g and I got "A" grade after I discussed the project with "**Excellent**" standing, and the project is actually implemented and used by Jenin Municipality Library until this moment.

Training

I am working as Trainer in Management and Human Development topics; I conducted the following training courses in coordination with Continuous Learning Center/ Arab American University, Elite Academy, Future Generations Training Center, Beisan Training Center and Galaxy Training Center

- **Project Management**
- **Project Management Professional (PMP)**
- **Personal Interviews and New Staff Selection**
- **Entrepreneurship and Business Plans Development**
- **Strategic Planning**
- **Training of Trainers (TOT)**

- **Human Resource Management**
- **Effective Meetings Management**
- **Decision Making Methods**
- **Successful Planning**
- **Business Communication and Technical Writing**
- **Crises Management and Conflict Resolution**
- **Time Management**
- **Evaluation of Personal Behavior**
- **Preparation and Development of Training Plans**
- **Strategy Leadership for excellence and creativity**
- **CV Development**

Skills:

- Information Systems Development **using Java, Visual Basic, Oracle Developer 6i and oracle developer 10g.**
- Database Development using Oracle and Ms. Access
- **Teaching.**
- **Perfect in Database Design and Systems Analysis.**
- **Perfect in PC Maintenance (A+)/Networks.**
- **Very Good Mathematical Background.**
- Very good in **Team-Work Orientation.**
- High ability to **work under pressure.**
- Good **Technical Writing skills and Communications** skills.
- **Management, Marketing** and **Public Relations** skills.
- **Excellent English Language skills.**
- **Project Management skills, using Ms. Project 2010**
- **Strong personality.**

Conferences and Workshops:

1. 2004 – Online Databases and Library Systems – An- Najah National University.
2. 2010- Information Technology in a Modern and Democratic Society- The Palestine Red Crescent building- Ramallah.
3. 2010- Open Source Systems in the Palestinian community- Arab American University- Jenin.

Memberships:

Member in Arab Parliament of experts Training which is certified by International Accreditation Organization (IAO) as an Expert Trainer

Languages:

Arabic
English

Native
Excellent