

Curriculum Vitae  
**Mahmoud Abu Al-tayyeb**

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**PERSONAL DATA**

**Date of Birth: August 3, 1983**  
**Civil Status: Single**  
**Citizenship: Jordanian**  
**Spoken Language: Arabic, English**

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**EDUCATION**

<b>Diploma in IT</b>	Balqaa Applied University Jordan (2001-2003)
<b>Science Division/ Secondary Level</b>	King Abdullah school Jordan (2000-2001)

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**PROFESSIONAL EXPERIENCE**

**Social Media Advisor** (October, 2013 – Present)  
Smartness Solutions  
Jordan

**Duties and Responsibilities/Summary of Successful Assignments:**

- ✓ **Content creation:** writing blog posts, articles, newsletters, communications materials, and material for social media channels
- ✓ **Social media marketing:** creating, managing and growing the company's presence through blogs, Twitter, Facebook, and other strategically relevant online properties
- ✓ **Customer relations:** answering questions and follow-up with customers.

**Sales Executive** (October, 2012 – October, 2013)  
Smartness Solutions  
Jordan

**Duties and Responsibilities/Summary of Successful Assignments:**

- ✓ Present and sell company products and services to current and potential clients
- ✓ Prepare presentations, proposals and sales contracts.

- ✓ Develop and maintain sales materials and current product knowledge.
- ✓ Establish and maintain current client and potential client relationships.
- ✓ Prepare paperwork to activate and maintain contract services.
- ✓ Manage account services through quality checks and other follow-up.
- ✓ Identify and resolve client concerns.
- ✓ Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals.
- ✓ Communicate new product and service opportunities, special developments, information, or feedback gathered through field activity to appropriate company staff.
- ✓ Other duties as assigned.

**Technical Support**

(May 22, 2010 – September 1, 2012)  
 Optimiza Solutions  
 Jordan

**Duties and Responsibilities/Summary of Successful Assignments:**

- ✓ installing and configuring computer hardware operating systems and applications.
- ✓ monitoring and maintaining computer systems and networks.
- ✓ talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues.
- ✓ troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- ✓ replacing parts as required.
- ✓ providing support, including procedural documentation and relevant reports.
- ✓ following diagrams and written instructions to repair a fault or set up a system.
- ✓ supporting the roll-out of new applications.
- ✓ responding within agreed time limits to call-outs.

**Technical Support**

(May 28, 2005 – Sep 1, 2009)  
 Ministry Of Education – 3<sup>rd</sup> Irbid Department  
 Jordan

**Duties and Responsibilities/Summary of Successful Assignments:**

- ✓ installing and configuring computer hardware operating systems and applications.
- ✓ monitoring and maintaining computer systems and networks.
- ✓ talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues.
- ✓ troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- ✓ replacing parts as required.
- ✓ providing support, including procedural documentation and relevant reports.
- ✓ following diagrams and written instructions to repair a fault or set up a system.
- ✓ supporting the roll-out of new applications.
- ✓ responding within agreed time limits to call-outs.

**Trainer**

(July 1, 2003 – July 31, 2005)

Bayt Almanhal Academy

Jordan

**Duties and Responsibilities/Summary of Successful Assignments:**

- ✓ Creates lesson plans that are appropriate for the age and abilities of the students in the class.
  - ✓ Evaluates student performances in class and on tests and provides feedback.
  - ✓ Assigns special projects to students.
  - ✓ Provides appropriate resources and learning materials for students.
  - ✓ Identifies varying teaching methods that work best for students who learn differently.
  - ✓ Develops and updates curriculum for the classroom.
  - ✓ Conducts research.
  - ✓ Maintains computer laboratories and keeps an inventory of supplies.
  - ✓ Ensures that computer equipment is functioning properly.
  - ✓ Stays up-to-date on changes and advancements in computer technology taught in the classroom.
  - ✓ Petitions administrators for updated hardware and software for the classroom.
  - ✓ Teaches remote or online classes to adult students who cannot take part in daytime classes.
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**TRAINING COURSES:**

**ICDL**

Ministry Of Education

Jordan

2008

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**SPECIAL SKILLS:**

- design, basic photography & videography, and creativity
  - Good Communication skills.
  - Content curation, quick decision-making, good judgment.
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**REFERENCES**

- **Mr. Ahmad Melhem**  
Smartness Solutions Executive Director - +962795445072

- **Eng. Mohammad Shana'a**  
Area Manager in 3rd Irbid Directorate (MOE) - +962776734228

I hereby certify that all information contained herein are true and correct to the best of my knowledge and ability.