Abdelrahman Hasan Al-Tantawi

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Achieving success in an organization that will offer me to use my technical as well as intellectual abilities for the betterment of the organization in consonance with its vision and policies.

CORE PROFESSIONAL COMPETENCIES

- Component, innovative and creative.
- Store house of fresh ideas and a keen learner who believes in team work and co-operation in an organization.
- Excellent communication and written skills as well as ability to motivate the students.
- Ability to provide the best practices to make the students expert in using computer
- Capacity to solve the problems pertaining to the computer programs.
- Elaborative approach as well as analytical attitude.
- Ability to research on the various computer applications.
- Ability to provide support to the students and good organizational skills.
- Profound knowledge of various computer applications and ability to solve the technical problems.

- Design, implement, support and migration of networks and systems
- Good Understanding of Active Directory
- Administration and maintenance of Windows Servers
- DNS, DHCP, TCP/IP, IIS
- Microsoft Exchange 2003, 2007, 2010 Enterprise`
- Routers, switches, wireless & VPN
- Outlook, Word, Access, Excel, PowerPoint, Visio, Project
- Mac OSX, iPhone, iPad, Android, Blackberries Enterprise
- Network Security, exploitations and Intrusion Detections

- Proficient ability in training new employees/staff on new products
- Knowledge of Active Directory Support, Creating Domains, OU's, GPO's, Object Permissions, Security Groups, Distribution Groups and using the Group Policy Management Console
- Knowledge in Backup and Restore software
- Knowledge of Windows Server, laptop, Desktop, Smartphones & tablets
- Demonstrated ability to prioritize and work on multiple tasks simultaneously.

BACKGROUND

Sept 2016 – present: Working as a full time instructor in prince Fahad bin Sultan University with the following duties:

- Facilitate student learning, provide effective instruction, and perform evaluations of student learning for all assigned classes, using each course's standard course outline as a guide.
- Develop course curriculum, course handouts, lectures, labs, and presentations.
- Participate in program level learning assessment. Participation includes helping articulate learning outcomes, choosing and administering measures, evaluating student performance, and suggesting changes to improve student learning.

- Assign grades and maintain course/student records in accordance with FBSU regulations and submit grades and records by established deadlines.
- Work with other faculty and administrators in developing program curriculum, standards, and policies, including reviewing and participating in textbook selection process where appropriate
- Be available to students via email, phone, or personal conferences. The method of contact and hours of availability should be clearly communicated to supervisors and to students through the course syllabus each semester.
- Meet all classes and other scheduled responsibilities such as office hours and meetings at the designated times. A faculty member should inform the supervisor if he or she is unable to meet a class on time.
- Schedule, supervise, debrief, and evaluate students in clinical, internship, observation, field experience, and similar settings as appropriate for the course or program.
- Keep a flexible weekly schedule that best facilitates student learning and access. Any changes in the scheduled class times or locations should have prior approval by the faculty's supervisor.

EMPLOYMENT HISTORY

Dec 2015 – Aug 2016: Working as a System administrator/ Technical Support at Safe Environment for oil and gas technology co. with the following responsibilities:

- Installation and maintenance of all systems within a client's digital environment.
- Producing documentation on operational, system and user procedures & guidelines.
- Building, configuration and troubleshooting of server and desktop hardware.
- Providing advice on selection and purchase of IT equipment.
- Maintaining maximum availability of supported services for users.
- Obtaining quotes for supply of goods and services from suppliers.
- Designing, implementing and managing Active Directory.
- Monitoring the progress of third-party maintenance contract suppliers.
- Responsible for disaster recovery, closing security loopholes and access levels.
- Ensure adequate antivirus protection & solutions are maintained and updated.
- Identify and recommending improvements for E-mail applications & Web-page development.

Sept 2013 – Dec 2015: Working as a Teacher assistant at University of Jordan with the following responsibilities:

- Deliver a range of teaching and assessment activities including tutorials directed towards the delivery of subjects at undergraduate level
- Apply departmental processes related to peer advising/mentoring
- Support with faculty research projects; engage in literature searches
- Involved in the development of new material for department courses
- Contribute to the development of appropriate teaching materials to ensure content and methods of delivery meet learning objectives
- Participate in the assessment process using a variety of methods and techniques and provide effective timely and appropriate feedback to students to support their learning
- Supervise practical work advising on skills methods and techniques to assist the transfer of knowledge

Zain Telecommunication Company   May. 2013-Sept 2013
IT – Department

- Installed/Integrated software's and applications belongs to Zain's Telecommunication Company.
- Designed and & Implemented a strategic plan for solving technical problems.
- Was able to troubleshoot and fix multiple software and hardware failures.
- Tested and Developed Machines and applications through communication.
- Developed Factory system, by improving the software, close security gaps.
- Developed the communication between customer service representative and end users.
- Solved connection failure problem by, Analyzing and Documenting.
- Defined problems, collected data, established facts, drew valid conclusions and provide solutions.
- Monitored performance by gathering relevant data and produced typical solutions.
- Prepared clear explanatory documents, policies and training documents.
- Ensured tests results and procedures are properly understood.
- Designed & analyzed performance data and charts.

Grand Hyatt, Jordan   Jun. 2012 - Dec 2012

System Administrator

- Supported users on Windows 2003 / 2003 R2, 2008 / 2008R2 Enterprise and Datacenter Servers
- Active Directory Support, Creating Domains, OU's, GPO's, Object Permissions, Security Groups, Distribution Groups and using the Group Policy Management Console.
- Symantec Antivirus Corporate console server configuration.
- In depth knowledge of XP, Vista and 7 as the Operating Systems and MS Office 97-2007-2010.
- Performed desktop hardware repair for PC computer equipment and peripherals that ran out of warranty.
- Created desktop images to ease deployment of new systems.
- Mounted and organized switch connections
- Documented company policies and methods in a clear, concise, and useful manner.
- Populated a self-service portal with answers to frequently asked questions (FAQs) to allow users to help themselves.
- Keep Grand Hyatt Network & Users up to date by Rolling out Software's & needed updates.
- Assisted the IT Director in planning, scheduling and implementing projects
- Recover lost or mistakenly deleted or lost data (File & Folders, E-mails, etc.).
- Creating Images for each Laptop model, set-up and deployment.
- Setup user for remote access to ease the process of solving their issues.
- Supported various flavors of Printers and Copiers.
- Good with User account Administration, Microsoft Exchange.
- Was on call 24/7 for any emergency IT related Issues.

Extensya, Amman Jordan   March 2011 - March 2012

Customer Service Representative

- Installed/Integrated software's and applications belongs to a Telecommunication company called MADA.
- Designed and & Implemented a strategic plan for solving technical problems.
- Was able to troubleshoot and fix multiple software and hardware failures.
- Tested and Developed Machines and applications through communication.
- Developed Factory system, by improving the software, close security gaps.
- Developed the communication between customer service representative and end users.
- Solved connection failure problem by, Analyzing and Documenting.
- Defined problems, collected data, established facts, drew valid conclusions and provide solutions.
- Monitored performance by gathering relevant data and produced typical solutions.
- Prepared clear explanatory documents, policies and training documents.
- Ensured tests results and procedures are properly understood.
- Designed & analyzed performance data and charts.

3S Network, SFO, California USA   June. 2009 – Sept 2010

Radio frequency Field Engineer

- Installed /Configured High Tech programs such As: Agilent, Tems 9.0, Tems 10.0, Tems 11.0.
- Developed and maintained installation and configuration procedures.
- Contributed to and maintain system and network standards.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Documented company policies and methods in a clear, concise, and useful manner.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Performs other related duties as assigned.
- Participates in roll outs for hardware and software
- Orientation and training of new staff.
- Support multiple cellular networks for multiple clients such as AT&T and T-Mobile.
- Support (on call) a 24/7 environment.

Degree: **Master's degree in Information System - Jordan University,**
Major: Computer Science   Sept.2012 **–** Aug.2015

Degree: **Bachelor in Computer Engineering - Jordan University,**
Major: Computer Science   **Sept** 2005 – Dec 2010

- *C Sharp, (ITCC), (Attended 42 hours).*
- *developer.orcl   (Jordan University) (Attended 47 hours).*
- *Developer.net, (ITCC) (Attended 60 hours).*
- *How to communicate with people, (Jordan University) (Attended 10 hours).*
- *CCNA (cyber technology) (Attended 60 hours)*
- *Matlab (university of Jordan) (Attended 40 hours)*

PERSONAL INFORMATION

Place & Date of Birth: Jordan, May 19th, 1987

Nationality: Jordanian

Languages: Fluent (Read-Write-Speaking) in English\Arabic, Learning French

Marital Status: Single

References will be furnished upon request