

# Dhia Shahateet

Experienced, hardworking and detail-oriented IT specialist. I am currently seeking a full-time position in a dynamic work environment where I can utilize my skills and gain further experience while enhancing the company's productivity.

## EMPLOYMENT

Dec 2018 – Up to Date

### IT MANAGER AND SYSTEM ADMINISTRATION - ALMAWARED NATURAL BEAUTY PRODUCTS CORP (RIVAGE) - / Jordan

- + Install and configure software and hardware
- + Manage network servers and technology tools
- + Set up accounts and workstations
- + Monitor performance and maintain systems according to requirements
- + Troubleshoot issues and outages
- + Ensure security through access controls, backups and firewalls
- + Upgrade systems with new releases and models
- + Develop expertise to train staff on new technologies
- + Build an internal wiki with technical documentation, manuals and IT policies

Jan 2014 – Up to Date

### PROJECT MANAGER AND TRAINER-GLOBAL TECHNOLOGY SYSTEM - / Jordan & Palestine

- + Project Manager **SAP**
- + IT Manager & System Administration
- + SAP B1 Administrator.
- + Covering technical training in SAP ERP system ; and GTS System.
- + How to change traditional commerce to e-Business.

Mar 2019 – Up to Date

### ICDL, A++, ERP, TRAINER - ALZAYTOONAH UNIVERSITY/ Jordan

- + International Computer Driving Licence - ICDL Trainer
- + ERP trainer

Jun 2018 – Up to Date  
**PART TIME**

### ICDL TEACHER - ASAMIAH INTERNATIONAL SCHOOL - AIS/ Jordan

- + International Computer Driving Licence - ICDL Trainer
- + Information And Communications Technology – ICT

Feb 2017 – Jun 2019

### TRAINER AND IT ADMINISTRATOR - FINN CHURCH AID - FCA / Jordan

- + International Computer Driving License - ICDL Trainer
- + Software and hardware manager (Install, uninstall, Track license and support contracts, and follow up software and hardware.
- + Information And Communications Technology – ICT

Oct 2014 – Jun 2016

### LECTURER – MIDDLE EAST UNIVERSITY / Jordan

- + e-Business, Customer Relationship Management (CRM) , MIS.

2011 - 2015 (**FULL TIME**)

### IT MANAGER – MY RESTAURANTS MANAGEMENT (MRM) / Jordan

- + Managing Information Technology and computer systems (Familiar with all hardware and software).
- + Configure firewalls and follow up network.
- + Developing and implementing policies and procedures for electronic data processing and computer systems operations and development.
- + Hiring and managing information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
- + Providing orientation to new users of existing technology.
- + Training staff about potential uses of existing technology.

2010 – 2015 (PART TIME)

**PURCHASING MANAGER – KHUTTAR CAFÉ & RESTAURANTS / Jordan**

- + Leading the Purchasing Staff within the Work cell, supporting the development and implementation of Supply Chain strategies and systems, ensuring that materials supply equal demand, and optimizing overall cost of materials.
- + Reviewing purchasing decisions, orders, and vendor contracts.
- + Overseeing the materials and supplies orders from vendors.

2011 – 2013 (PART TIME)

**IT MANAGER – INTERNATIONAL REPUBLICAN INSTITUTE (IRI) / Jordan**

- + Responsible for hardware and software installation, maintenance and repair.
- + Website Administrator.
- + Performing routine audits of systems and software.
- + Procurement of IT hardware, software and maintenance products & services.
- + Maintaining documentation of changes regarding users, functions & systems.

2009 – 2010 (FULL TIME)

**IT MANAGER – ALAHLIYA INSURANCE GROUP (AIG) / Palestine**

- + Responsible for hardware and software installation, maintenance and repair.
- + Website Administrator.
- + Performing routine audits of systems and software.
- + Procurement of IT hardware, software and maintenance products & services.
- + Maintaining documentation of changes regarding users, functions & systems.

**EDUCATION**

2012 – 2014

**MSC, E-BUSINESS**

Middle East University – Amman/Jordan

- Master Thesis "Assessing the relative importance of Enterprise Resource Planning Systems, E-Business Technologies for communications and the Complementarity between them in Achieving Organizational Agility in Nuqul Group".

2005 – 2009

**BA, MANAGEMENT INFORMATION SYSTEM (MIS)**

Israa University – Amman/Jordan

- Graduation project: "Developing a database for an insurance company".

**TRAININGS**

02/2007 – 03/2007

**WITH AL-QAYSI INSTITUTE**

Sales & Marketing

03/2007 – 05/2007

**WITH NJAZ**

How to be a leader

10/2007 – 01/2008

Success Skills

02/2008 – 04/2008

Age Project

**CERTIFICATE**

- + Training of Trainers – Tot / Mercuria Business College.
- + International Computer Driving License Reference # **JO1800253**

PERSONAL

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Date of Birth: 17/04/1986 // Gender: Male  
Marital Status: Married // Nationality: Jordanian

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SKILLS

- + **Interpersonal:**
- + Listening and Feedback Skills to build high performance work relationships.
- + Team collaboration skills.
- + Assertiveness, Good communication, Adaptability & Attention to details.
- + Business Trend Awareness / Artistic sense.
- + **Software:** Adobe Photoshop / Analytics / MS-DOS, All versions of Windows, Microsoft Server / C & C++, HTML, SQL. / MS Office 2003, Microsoft Dynamics AX
- + **I'm a certified for SPECTO.**
- + **Languages:** Arabic (Native language) / English (Fluent)
- + Trainer, tester and Examiner for **ICDL**