



Maan Haddad

Date of birth: 10/26/1970 | **Nationality:** Jordanian | **Gender:** Male |

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21163, Irbid, Jordan (Work)

● ABOUT ME

Resourceful, Goal-oriented, Personable, Hard working, Motivated, Proactive individual who is seeking a dynamic and challenging growth oriented position, Where I can play an effective role in the organization growth and share skills in order to achieve higher goals in conjunction with personal growth. I have an extensive expertise that varies between computer and business Management. I worked as a computer and network technician in one of the well-reputed universities in Jordan, side by side with managing my own business. In USA, I was a store manager representative, where I held the responsibility of purchasing and customer services in addition to all the issues related to business management.

● WORK EXPERIENCE

02/18/2014 – CURRENT Irbid, Jordan

LABORATORY TECHNICIAN YARMOUK UNIVERSITY - ENTREPRENEURSHIP AND INNOVATION CENTER

Teaching computer skills courses and following up and supervising students in the college's curricular activities and external scientific activities from a technical and administrative perspective. Training new students on basic concepts and skills on how to use computers, operating systems, Microsoft Office, and networks. Student supervising hardware and software troubleshooting in the laboratory. Approval of equipping examination halls and monitoring and monitoring of electronic examinations in university laboratories. Software and hardware support and troubleshooting experience. Support, installation and operating system, Cable assembly experience. Supervising the scheduling of network repair for Faculty and Entrepreneurship and Innovation Center employees.

Department Faculty of Information Technology and Computer Science

01/02/2013 – 02/17/2014 Amman, Jordan

ASSISTANT LABORATORY TECHNICIAN YARMOUK UNIVERSITY

Software and Hardware Support and Troubleshooting expertise. Support, Installing, Operating System Cable assembles experience, Supervise and schedule network repair and installation jobs for University employees. Troubleshoot and repair problems on Windows networks and servers. LAN, WAN, peer-to-peer and server-based networks. Checking Networking component switches, hubs and Cabling inside the Center Office and reported to the network administrator. Training new student basic concept and Skills of how to use computer, Operating System, MS Office and Networking. Acting as a technician and lab assistant to Cisco Courses instructor. Supervised student for hardware and software Troubleshooting at lab's.

Department Prince Faisal Information Technology Center | **Website** <https://pfitc.yu.edu.jo/>

09/15/2007 – 10/02/2012 Mobile, United States

STORES MANAGER SUN SHINE OIL

Train and develop associates in the areas of product knowledge, selling skills and customer service. Provide regular coaching and feedback to supervisors and ensure sales goals and results are communicated to all associates throughout the store. Direct merchandise planning and presentation activities. Ensure all customer issues are resolved in a timely manner and in alignment with company policy. Maintain inventory control through regular cycle counts and tracking of merchandise. Review statements with the owner

monthly basis to identify areas of concern. Recommend and implement sales improvement plans. Participate in staffing, orientation and training activities for the store. Serve as manager-in-charge during absence of Owner. Ensure that store policies and procedures are effectively communicated to all store associates. Ensure that personnel issues are handled in accordance with guidelines. Ensure the safety and protection of all company assets. Perform other duties and tasks as may be assigned.

Address 36695, Mobile, United States

01/02/2001 – 08/29/2007 Irbid, Jordan

NETWORKS AND COMPUTER TECHNICIAN YARMOUK UNIVERSITY

Software and Hardware Support and Troubleshooting expertise. Support, Installing, Operating System, Cable assemblies experience including: coaxial cables, large multi-wire cables, and solder connections. Supervise and schedule network repair and installation jobs for University employees. Troubleshoot and repair problems on Windows networks and servers. LAN, WAN, peer-to-peer and server-based networks. Checking Networking component switches, hubs and Cabling inside the Center Office and reported to the network administrator. Training new student basic concept and Skills of how to use computer, Operating System, MS Office and Networking. Acting as a technician and lab assistant to Cisco Courses instructor. Supervised student for hardware and software Troubleshooting at lab's. Approved the preparation of the examination rooms, control and surveillance for Online Exams at University Labs. Training ICDL courses to participants of MOE IT Project and public community.

Department Computer Center

02/15/1997 – 06/30/2005 Irbid

MANAGER (BUSINESS OWNER) HADDAD STUDENT AND INFORMATION SERVICE OFFICE

- Formatting, software Setup and Troubleshooting expertise.
- Hardware add-remove.
- Installing Operating System (Windows 98, 2000, XP).
- Installing, Troubleshooting MS Office (97, 2000, XP, 2003, 2007).
- Cable assemblies experience including: coaxial cables, large multi-wire cables, and solder connections.
- Training new student basic concept and Skills of how to use computer, Operating System, MS Office and Networking.
- Editing articles and researches for students using MS Office and on line Research tools.
- Editing Newsletter Slideshows for students using MS Office and MS Publisher.
- Editing Books for Publishing using MS Office and MS Publishe

06/01/1995 – 03/31/1997 Amman, Jordan

OFFICE AND SITE RESEARCHER HIGHER COUNCIL OF SCIENCE AND TECHNOLOGY

- Collocating information about science and technology organizations in Jordan.
- Entering collected data in to a pre-made analysis sheet using Excel and SPSS file

02/01/1992 – 12/30/1992 Amman

PC'S MAINTENANCE AND ASSEMBLING COMPUTER TRIANGLE CENTER (CTC)

- Formatting, software Setup and Troubleshooting expertise.
- Hardware add-remove.
- Installing Operating System (Dos).
- Installing, Troubleshooting MS Office 7.
- Cable assemblies experience including: coaxial cables, and solder connections.
- Supervise and schedule network repair and installation jobs for company employees.
- Checking Networking component hubs and Cabling inside the offices for the costumers.
- Computer maintenance and assembling.
- Selling computer components and accessories

● **EDUCATION AND TRAINING**

10/02/1991 Baghdad

HIGHER DIPLOMA (TWO YEARS DIPLOMA) AFTER HIGH SCHOOL Institute of Technology

. Information and Communication Technology-Electronic

● LANGUAGE SKILLS

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● ADDITIONAL INFORMATION

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- Having a pro active approach.
- Creative approach to projects.
- Excellent social skills and willing to socialize with potential clients.
- Strong administrative and organizational skills.
- Acting effectively in both teamwork and independently
- A proactive and creative tendency and attitude.
- Enthusiasm, commitment, and willingness to learn.
- Excellent communication skills.
- Enthusiastic and committed.
- An outgoing personality
- Problem solving skills.
- Computer skills
- Hard Worker.

JOB-RELATED SKILLS

Job-related skills

- Training new student basic concept and Skills of how to use computer, Operating System, MS Office and Networking.
- Acting as a technician and lab assistant to Cisco Courses instructor

OTHER SKILLS

Other skills

Jordanians and International Driving License Valid

CERTIFICATIONS

Certifications

- Performed the training Mobility specified under the JAMIES project to undertake a training mobility period at Universidade do Minho, during the UMinho International Staff Week between July 3ed-7th 2023. Braga, Portugal. (Attending a workshop to introduce how to deal with students, starting with their admission to universities, guiding them to choose the specialization for study, guiding them to the labor market, and providing training opportunities in the work sectors during the study periods and after graduation.)
- Performed the training Mobility specified under the Erasmus+ Programmed at University of Cádiz between March 14th-18th 2022. Cádiz, Spain. (Attending a workshop to introduce how to deal with social factors as variables and match them with outputs to the labor market, with an emphasis on preserving diversity).
- Project Management Professional PMP train course certified (40 hours), Amideast, Feb 9th, 2013. Amman, Jordan.
- CCNA 2: Routers and Routing Basics May 19th, 2004, Yarmouk University. Irbed, Jordan.
- CCNA 1: Networking Basics Jan 27th, 2004, Yarmouk University. Irbed, Jordan.
- WAN setup Jul 25th, 2002, STS. Amman, Jordan.

- Data Communication Concepts Jul 18th, 2002, STS. Amman, Jordan.
- TCP/IP Concept Jul 11th, 2002, STS. Amman, Jordan.
- Networking Components Technology Jul 4th, 2002, STS. Amman, Jordan.
- Microsoft Windows 2000 Networking & Operation System Essentials Feb 14th, 2002, STS. Amman, Jordan.
- ICDL Dec 27th, 2001, Yarmouk University. Irbed, Jordan

all documents and certifications upon request
