

# Muna Al-Sharif

Project Manager / IT Manager



## Personal Info

### Address

Airport Road, Petra University Amman,  
Jordan

### Phone

+962 7 9558 9350

### E-mail

muna\_sh@hotmail.com

### Date of birth

1969-09-03

## Skills

|  |           |
|--|-----------|
| - Microsoft Certified Solutions Associate (MCSA) Windows Server 2016 | ■ ■ ■ ■ ■ |
| Project Management Professional (PMP)                                | ■ ■ ■ ■ ■ |
| Microsoft Certified Trainer (MCT)                                    | ■ ■ ■ ■ ■ |
| Business Analysis  | ■ ■ ■ ■ ■ |
| Operations and Services Management skills                            | ■ ■ ■ ■ ■ |
| Project Management   | ■ ■ ■ ■ ■ |
| Communications Skills  | ■ ■ ■ ■ ■ |

IT Professional and Project Manager with 13 years of comprehensive experience in IT Projects management, networking, Windows Network Operating Systems, Network Security and Support Services

## Experience

2019-12 -  
2020-03

### Trainee

*Int@j*

A participant in SheTechs initiation by Int@j for empowering women in ICT. A 3 months condensed program covering development

languages, tools and business skills:

- HTML, Bootstrap, CSS, JavaScript, AngularJS
- Java advanced, JDBC
- JSP, NodeJS, React JS
- Mobile Application Development

2012 -  
present

### Trainer (freelancer)

PMP and Windows Server O/S MCSA/MCSE

Courses + volunteering work

2010-02 -  
2011-01

### Computer Instructor and E-learning System Administrator

*Dar Al Uloom University, Riyadh-KSA*

- Deliver course "Introduction to computers" for Prep. Year students
- Introduce and train new faculty members and students to the e-learning system.
- Answer and solve problems from students and Faculty on the system.
- Recommend new updates/changes on the e-learning system
- Achieve excellent student evaluation for the course delivered

2001 -  
2006

### IT Coordinator and Technical Support Manager

*Dar Al Hekma University, Jeddah -KSA*


- Managing the overall IT Resources to meet the college objective
- Providing support services for Information Systems, IT Infrastructure, and user support
- Develop the IT Department policies and procedures for efficient IT operations.
- Manage IT Department Projects through all project-life-cycle phases
- Coordinate and Control IT Department projects related to vendor selection, acquisition and implementation of H/W, S/W, and other new IT services
- Develop and monitor the IT Department budget
- Develop college Data backup solution, offsite backup, and Disaster recovery plan to protect IT Capital


### Instructor:

- Teach Data Communication Course (BSIS 3305) for MIS Students.

### Major Achievements:

- Put the corner stones for a strong IT Department in a newly established university to provide excellent IT services for Faculty, students and Admin staff.
- Deliver Windows 2000 MCSE track courses to the IT Department Staff, and 4 of them earned the MCSE 2000 Certificate.
- Achieve complete integration between all the Information system in the university including the Student Information System, Financial Information System, Library Information System, and e-learning system.
- Upgrade and Integrate the network backbone to Fast Ethernet and Integrate between Nortel System switches and Cisco new switches
- Cover the whole campus with Cisco secured wireless network

Contracts   
 Negotiation and  
 technical writing  
 skills

Risk Analysis and  
 Management 

IT Strategic  
 Planning 

Team leadership 

## Languages

Arabic   
 Proficient

Fluent English   
 Fluent

- Establish the Cisco Networking academy in University and work with BIS college on integrating Cisco courses with their curriculum.

1998 -  
 1999

### Computer Instructor

*Center for Consultation, Technical Services & Studies Jordan University, Amman-Jordan*

#### Delivered Courses:

- Implementing and Supporting Windows NT Server and Workstation
- TCP/IP Networking

1997 -  
 1998

### System Support Engineer

*Computer Application and Technical Services, Amman*

- Ensure proper installation of servers, operating system, storage and backup, and anti-virus
- Monitor backup, production servers, and all services running on the servers
- Maintain all production servers, upgrade operating system, and install patches
- Maintain service contracts, and ensure compliance of all server software licenses

1993 -  
 1996

### Senior Sales Support Engineer

*Computer and Communications Systems (CCS), Amman*

- Technical review of all bids and proposals offered by the company
- Update Sales employees with all new technologies and equipment from DEC
- Deliver training needed for different projects.

## Education

1993-01

**B.Sc. Electrical Engineering; Electronics and Communications, Jordan University for Science and Technology, Irbid -Jordan**

## Courses

2019

Cyber Security, Umniah

2018

International Leadership Summit, IEEE, WIE

2018

Training of Trainers (TOT), Near Horizon

2017

Windows 2012 MCSE training track "Cloud Platform and Infrastructure", Pioneers

2016

Entrepreneurship for sustainable, JEA Development

2016

Agile Project Management Methodology, Jordan Engineering Ass.

2007

Project Management Professional (PMP), AMIDEAST, Jordan

2005

Strategic Planning, Dar Al Hekma College

2004

Oracle 9i Application Server (AS) track, ITCC, Jordan

2002

Certified Network Manager, IIR, Dubai

1999

MS Certified Trainer, ExecuTrain, Riyadh

1997

MS Exchange Server 5.5, STS, Amman

1997

MS Windows NT 4.0, STS, Amman

1996

Bridging and Routing Technology, Jordan University

1995

Internet Technology and Products, Digital Equipment Corp., Bahrain

1995

Digital UNIX Administration, CCS, Jordan



## Interests

---

Reading and arts