



SAMI ABUALHAYJAA

PROFILE

IT Professional over 11 years of experience in implementing support (2nd and 3rd line).

I have a proven track record of managing and maintaining network infrastructures and Database Systems, and adopt a meticulous approach to ensure the smooth-running of business operations. Qualified to industry standards, I enjoy closely following the latest changes in technology and apply this to my duties wherever relevant.

CONTACT

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HOBBIES

Reading
Travelling
Volunteering
Club membership

EDUCATION

Utara University of Malaysia, Master Degree of Science in Information Technology

Jan 2009 – Oct 2011

Master studies were focused on topics such as Distributed Systems, IT Strategy and Policy, Networks and Computer Systems, Business Systems Analysis.

Zarqa University, Bachelor Degree of Science in Computer Information Systems

Oct 2004 – Jun 2008

WORK EXPERIENCE

Jordan Oil Terminals Company, Jordan
[Systems Administrator Specialist]

Dec 2022 – At Present

- Organize, install and support computer systems. include local area networks (LAN), wide area networks (WAN) and other data communication systems.
- Installs, configure and deploy server hardware and software, including operating systems, applications, and patches to support and maintain effective network service operations.
- Supports, troubleshoots, repairs and maintains server issues and security for enterprise and large scale applications.
- Planning for backups and recovery needs.
- Provides Activity Directory Management assistance to District staff in managing user and computer accounts.
- Manages, deploys, configures, and maintains servers in a virtualized and traditional environment.
- Assists in creating scripts to monitor systems, diagnostics, resolve issues, and automate routine tasks.

Taiba Institute Higher Training, KSA

[Remote IT Skills Trainer]

Apr 2021– Jun 2022

- Preparing daily lesson plan as per the training syllabus
- To conduct Computer Skills sessions through best training method for Computer Skills participants as per the syllabus policy and procedures of Ministry of Communications and Information Technology
- Preparing and conducting Assignments Quizzes and tests for Computer classes
- Maintaining class management & Discipline

Landmark Amman Hotel & Conference Center, Jordan

[Assistant IT Manager]

Feb 2012 – Jun 2020

- Monitor the operation and security of all computer hardware and ensure that it is operating properly
- Maintain accurate inventory and record of all hardware, software and manuals purchased by the hotel
- Ensure that all software runs with no output errors, no response time problems and functioning according to specifications
- Prepare a monthly report regarding the systems and issues related to smooth operation of application software
- Maintain the documentation of the telephone system configuration and all MPT lines
- Understand all the department working procedures and perform the related tasks as described
- Carry out the repairs and maintenance of all PCs, printers, telephones, interactive system, key lock system, etc.
- Maintain all users access request and authorizations (Windows, E-mail, Opera, Micros, SAP ERP, POS, HRM)
- Act as the primary contact for all outside agents in all computer technology related matters
- Respond to all users request and provide them with adequate support

Matrix for Business Technology, Jordan

[IT Support Specialist]

Aug 2011 – Jan 2012

- Computers /Laptops Hardware & Software Maintenance
- Configuration and testing of any new hardware and software

- Travelling to client sites to help with installs, deployment, and troubleshooting
- Installing and operating windows desktop and server operating systems

AREAS OF EXPERTISE

- IT & OT Systems
- IDPA Backup Solution
- Acronis Backup Solution
- Oil & Gas Industry
- Project Management
- Point of Sale Systems

CERTIFICATE

- Google Project Management Professional Certificate
Issued Dec 2021

SKILLS

