Hatem Husam Mosa

Computer Engineer and Developer

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Experienced IT Professional with top-notch implementation and project management abilities guiding the organization's navigation of modern technology. Highly organized, methodical, Diligent, forward-thinking and adaptable to a dynamic company. Ready to bring 8+ years of experience and take on a challenging new role with excellent interpersonal skills-building positive relationships with internal and external stakeholders.

Work Experience

Information Technology Manager

Villa Mamas Group (Bahrain, London & UAE)   Jan 2017 – Present

System Analyst

Behzad Medical Establishment (Bahrain & Qatar)   Sep 2014 – Dec 2016

Customer Support

Zain Bahrain   Apr 2011 – Aug 2014

Educational Background

Master's in Global Security (Cybersecurity)

Arizona State University, USA   2019 - Present

Bachelor's in Information Technology & Computing

Arab Open University, Bahrain   2011 - 2014

Bachelor's in Computer Engineering

University of Bahrain, Bahrain   2008 - 2011

Personal Information

Nationality   : Jordanian (20 Years in Bahrain)
Date of Birth   : 26th January 1990
Gender   : Male
Languages   : English, Arabic
CPR Number   : 901014931
Driving License : Available

Professional Skills

- Troubleshooting and Support:

  o Install, upgrade, support and troubleshoot Enterprise Applications, Windows server and web servers related problems running on IIS.

  o Ensure desktop computers interconnect seamlessly with diverse systems including file servers, email servers, application servers, and administrative systems.

  o Diagnose and quickly resolve a wide range of Windows applications and networking problems (LAN/WAN).

  o Responsible for the ongoing maintenance and future planning needs of the company's environment.

  o Collaborate with existing vendors to evaluate new technologies and recommendations.

  o Monitor the performance of the company's infrastructure and make suggestions for improving efficiency.

  o Handle daily technical support activities on desktop support, data network and server management.

  o Train end users on usage of computer hardware and software.

- Programming and DBA:

  o Professional experience in many programming languages, work environments and applications such as:ASP.Net, C++, SQL Server 2000/05/08, HTML, CSS, JavaScript, ionic and angular frameworks.

  o Monitor database operations, detect, respond to and resolve database access and performance issues including Oracle 11g, SQL server, MSSQL and firebase.

  o Working closely with Oracle EBS applications users, other application support resources, IT implementation teams to develop database models (logical and physical) and implementation. Knowledge of ad-hoc queries, SQL, Procedures, and PL/SQL.

- Network Services:

  o Working knowledge in Unifi routers, switches and firewalls, NAS systems & Virtualization Platforms.

  o Active Directory User management and Group Policies, the ability to add, remove users, including their configurations, security rights and access rights.

  o Configuring TCP/IP network interfaces and routing, Managing & Monitoring network using UTMs.

  o Configuring DHCP server to assign clients with static IP, subnet mask, default gateway, domain name, etc.

- Servers, Storage & File System Management:

  o Backing up and Restoring Partition Table.

  o Creating, configuring and troubleshooting partitions and file systems (Ext2, Ext3 & Ext4).

  o Configuring and managing high available storage RAID technology (RAID0, RAID1, RAID5 and RAID6).

  o Windows server administration experience consisting of hardware and software installation, configuration changes, maintenance back & restore; include administering Windows Server 2003, 2008 R2, and 2012 R2.

- Management Skills & Team Work:

  o Track record of resolving issues, working closely with development, project management, business and infrastructure peers. This includes the identification and resolution of information flow, content issues, and the transformation of business requirements into application definitions.