

Kefah Hussein

- **Date of birth:** 19/06/1991
 - **Gender:** Female
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 - **Home:** Gaziantep, Turkey

WORK EXPERIENCE

ICT Manager

Olive Branch Organization

20/01/2019 – Ongoing

- Gaziantep, Turkey

Set priorities and strategies for the IT department to determine the organization's technical needs

Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure.

Provide technical support or training to employees for new systems and networks

Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT organization need needs

Give technology development recommendations and set a budget to the IT department.

IT Coordinator

Olive Branch Organization

01/10/2016 – 01/10/2018

- Gaziantep, Turkey

Set up workstations with computers and necessary peripheral devices (routers, printers, etc.)

Troubleshoot technical issues and log all incidents and service requests in the Helpdesk System.

Reviews vendor contracts and coordinates IT purchases (hardware, software, and services) to ensure effective deployment of solutions aligned with employee needs.

Delivers appropriate training programs to ensure high-quality professional staff performance in the Organization.

Test and evaluate all new technologies.

Keeping up to date with advancements and best practices in IT

Executive administrative assistant

General Grain association

01/05/2016 – 30/09/2016

- Gaziantep, Turkey

EDUCATION

Gaziantep University

Master of Computer Science

28/09/2010 – ongoing

Field(s) of study: **(Machine Learning)**

Hasan kalyoncu University

Diploma degree of Computer Science

01/10/2018 – 11-10-2019

Field(s) of study: **Software Engineering**

Aleppo university

Information technology

16/09/2010 – 12/07/2015

Field(s) of study: **Information and Communication Technologies (ICTs)**

TRAINING

Coursera

IT Governance

03/08/2021 – 23/08/2021

Watan foundation

ITIL version 4

23/08/2020 – 15/09/2020

Moodle

how to manage a Moodle site from the Administration interface within Moodle.

07/06/2020 – 08/07/2020

Coursera

ICT in Primary Education: Transforming children's learning across the curriculum

06/06/2020 – 14/06/2020

Udemy

Start to finish - Creating a complete game using Unity3D

15/02/2019 – 07/03/2019

Start and Run a Successful IT Support Company

01/02/2019 – 05/02/2019

Coursera

Neural Networks and Deep Learning

10/12/2018 – 01/02/2019

Microsoft 365

Microsoft 365 Training

01/02/2019 – 05/02/2019

LANGUAGE SKILLS

Mother tongue(s)

Arabic

Other language(s)

English

DIGITAL SKILLS

- Microsoft Office 365 admin (SharePoint administration, Exchange, Security, Compliance)
- G-suite Management
- Azure active directory
- Learning Management System User (Moodle, Google Classroom, Edmodo)
- Content Management System (WordPress)

- unity3d
- Programming languages C, C++, C#, Python, asp, asp.net
- Organizational and planning skills
- Strategic Planning