

HAZEM SALLOWM

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WORK EXPERIENCE

- **IT OPERATION MANAGER, SHARP ORDER TECHNICAL SERVICES**, Dubai, United Arab Emirates(Jan 2020 to Dec 1969)
- **System Administrator, Web N Tech**, Dubai, United Arab Emirates(Jan 2019 to Jan 2020)
- **Head of IT, Ibdaa Bank**, Damascus, Syrian Arab Republic(Jan 2017 to Jan 2019)
- **University Teacher , Faculty of IT**, Damascus, Syrian Arab Republic(Jan 2015 to Jan 2018)
- **IT Administrator –Technical Support Team lead , Ministry of Finanace**, Damascus, Syrian Arab Republic(Jan 2011 to Jan 2017)

EDUCATIONAL BACKGROUND

- **HIAST**, Damascus, **Master degree**, 2017, COMPUTER SCIENCE
- **Damascus University**, Damascus, **Bachelor Degree**, 2010, COMPUTER SCIENCE

SKILLS

- technical support
- jira / service desk
- remote troubleshooting
- windows servers
- linux servers
- exchange server
- mail gateway
- web gateway
- itil v4
- ad & group policies

- remote desktop applications
- networking (routing
- switching
- firewalls - vpn)
- tcp/ip
- vlan
- azure
- aws
- office365
- cctv
- citrix
- mcsa
- antiviruses
- information security
- it analyses
- honeypot
- it infrastructure
- gsm
- 3g
- 4g
- matlab
- vhdl
- social media
- containerization backup & storage
- virtualization (vmware – hyper-v)
- oracle db
- monitoring & testing tools
- clustering
- load balancing
- file server
- e-commerce & fintech
- ms office (word – excel – power point - visio)
- sales pipeline
- documentation
- relationship management
- vendor management
- multitasking
- prioritization
- service delivery
- product management

- customer's feedback
- best practices
- quality assurance
- . communication skills
- decision making
- problem-solving
- leadership
- time management
- project management (agile – scrum – kanban)
- supervision
- continuous learning
- organizational skills
- oral and written communication
- customer service and end to end service
- teamwork
- cross functional team
- marketing thinker
- public relations
- effective communication
- attention to detail
- personal accountability & commitment to achieve
- innovative & interpersonal skills
- resilience and flexibility strategic thinking
- business acumen
- business administration
- inspiring & developing others
- multi-tasks oriented
- excellent trouble shooter
- analytical skills.

PERSONAL BACKGROUND

- Birthday: - 1988-08-31