Asem Mohammad Ahmad Daoud
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Hebron, Palestine

Professional Summary:

A lecturer with broad knowledge and in-depth understanding of the fields of (Marketing and E-Commerce), (Digital Transformation and Information Technology), and (Management). arouses students' interest in the subjects and encourages deeper discussions through lectures. I am passionate about the subject and focus on getting students to explore topics fully, by linking my previous practical experiences in the field of information technology and transferring them to students in a practical, theoretical and creative way.

To know more details, you can visit the profile on the university's page:

https://app.ptuk.edu.ps/PTUK-stuff/PTUK_PersonalPage/master.php?Name=asem.daoud

Education

November 2025

PhD - Information and Communications Technology

High School of Communications (Sup'com), University of Carthage, Tunisia

June 2020

Master of Business Administration (M.B.A.)

Al-Quds University, Palestine

June 2006

Bachelor of Science (B.S.) - Information Technology

Palestine Polytechnic University, Palestine

July 2001

High School – scientific

Halhul Sec. School, Palestine

SKILLS:

Academic Publication	Discussion Facilitation	Academic Writing
Online Class Discussion	Student Performance Evaluation	Technical writing and research Skills
Program Assessment	Lecture Development	
Course Instruction	Presentations	Networking (Configuration, Servers, Routers, TCP/IP Socket)
Lan & Wan Technology	Security (Virus Protection, Maintenance, Monitoring, Backup Management).	Hardware (Problem Solving, Troubleshooting, Operating System, Installation and Debugging)

EXPERIENCE:

Palestine Technical University | Hebron, Palestine

December 2022 – Current

Lecturer of Marketing and E-commerce

- Teaching required courses to bachelor's degree students by harnessing digital developments and technology to enhance understanding
- Promote critical thinking, personal development and commitment through lectures and assigned assignments
- Implementing lectures and class discussions via distance, blended and face-to-face education
- Evaluate students' progress by evaluating assignments, papers, and exams
- Review curriculum during departmental meetings to accommodate changing industry needs
- Develop and review curricula to improve student outcomes in majors
- Supervising basic and advanced laboratory activities for academic courses.
- Supervising graduation projects
- Helping students explore deep concepts in their majors

Environment Quality Authority | Ramallah, Palestine

August 2011 - December 2023

IT Director

- Providing on-site IT and technical support to 140 employees
- Set up an employee workstation with PCs, Macs, phones and laptops
- Upgrading and expanding network systems and components
- Address and document all server and network issues and other unusual event details
- Troubleshoot system logs for all devices in the organization's headquarters and branch offices
- Writing projects related to systems and infrastructure development and supervising their implementation
- Follow up on license updates for servers, firewall, VMWare, vSphere and all associated devices in the data center room and network
- Follow up on backups and ensure that storage devices (SAN/NAS) are operating according to the SLA
- Developing human resources systems, project systems, inventory management, and many others
- Specialist: TCP/IP, LAN/WAN technology, network management, virtualization technology, switching, IT project supervision

Madar Telecommunications | Ramallah, Palestine

January 2010 - April 2011

Technical Support Representative

- Providing customer care services by responding to their inquiries regarding malfunctions in communication and Internet services provided by Palestine Telecommunications Company
- Addressing all technical problems related to Internet lines (WI-FI, ADSL, VOIP)
- Recording observations and submitting reports on programs (Hadara CRM and PAL-Tel Seibel CRM)

Sharek Youth Forum Headquarters | Ramallah, Palestine

January 2009 - January 2010

IT Coordinator

- Coordinating with local universities to hold courses for university students in the fields of management, accounting, the International Computer Driving License (ACDL), and many others
- Coordination and communication with trainers and developing training programs for them
- Booking accounts through companies to provide accounting programs to students, such as Bisan Accounting System
- Submitting reports to management (follow-up training, financial reports .etc.)
- Providing technical support and maintenance for all employee devices within the organization