Ismat Hatem Rasheed Marouf, Master

Computing, Birzeit University, Palestine

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EDUCATION

Birzeit University, Ramallah - Master

September 2014 - May 2019
Master degree in Computing. The subject of the thesis was "Task Scheduling Optimization in Cloud Computing Using Multi-Objective Evolutionary Algorithms with User-in-the-Loop".

Palestine Polytechnic University, Hebron - bachelor

September 2005 - Jan 2011
Bachelor's degree Information System (IS). The graduation project was E-Training.

Hashemite Secondary School for Boys, high-school

September 2005
high-school degree.

EXPERIENCE

Palestine technical university - kadoorie, Ramallah, Ramallah – Instructor

DEC 2021 – presents (part-timer)

My role as an instructor is to teach some courses that belong to the information technology and field in order to help universities to graduate good students in the field of information technology. those will be back a good impact on the state of Palestine and the local marketplace of companies.

Egyptian Arab Land Bank, Ramallah, Ramallah - *Supervisor Systems*
Development and automation

Jun 2019 - presents

My roles as a supervisor are to study and develop the systems and software related to the environment of information technology and electronic services in the bank. Leads to automate and monitoring services in order to improve the performance of services. Develop necessary forms and reports belong to the core banking system. Oversee the development of custom software using Oracle DB, SQL, MYSQL, Python, Django framework, Linux bash Scripting, Perl, Java, .NET, oracle forms and reports for various data ingestion pipelines with data integrity. Develop tools and integrate them with other systems and API systems. Planning and implementing SDLC. Formulation and design of architectural security system and database. Develop and support modern systems and requirements that must be applied by sovereign and government entities such as Basel requirements, Standard 9, electronic clearing, banking notification, credit facilities, etc. In addition, I prepare critical reports for all relevant authorities of the systems used. Troubleshooting and performing other duties as necessary.

ProGineer Technologies, Ramallah - *Data Integration Engineer*

September 2015 - Jun 2019

My roles integrate tools and systems together and create scripts that automate monitoring and alerting the processes. I integrate tools on customer's site and train them on how to use these tools through sessions and documents. Solve applications and development tools issues. I involve data manipulation and processing using Python, Perl, and Java for various data ingestion pipelines. I also develop and maintain system analysis metrics and processes to monitor and analyze databases, services, and resources. In addition, I perform regular backups and automate Linux housekeeping shell scripts. Troubleshooting and performing other duties as necessary.

Egyptian Arab Land Bank, Ramallah - *Database Administrator*

October 2012 - September 2015

My role creates scripts in order to manage the Linux operating system. Manage the share resources amongst applications. VMware Management Server. Creates and maintains high availability databases as Real Application Clustering (RAC). Responsibility for the physical database design. Storage Management with (EVA and 3PAR). Creates and maintains all databases required for development and testing (Database and application server). Performs ongoing tuning of the database instances. Plans and implements backup and recovery of the Oracle database. Implements and enforces security for all of the Oracle Databases. Understanding of business security practices and procedures. Encryption techniques/tools.

Reach-Hadara, Ramallah - *Technical Support Officer*

May 2011 - October 2012

Monitoring technical problems of ADSL subscribers over the phone. Monitoring the technical problems of EMAIL service. Troubleshooting errors and the cause root of errors. Network configuration and setup ADSL devices.

Institute of World Learning, Ramallah   *- Trainer*

December 2011 - Jun 2012

My responsibility was teaching the students the courses below as the flowing: ICDL, Oracle Database, Developer, Networks, Web Design, Visual Basic, Time Management, Crisis Management, and System Archiving.

Interpersonal Skills

Good listening skills. Ability to work cooperatively and collaboratively with all levels of employees, management, and external agencies to maximize performance, creativity, problem-solving and results. Leadership. A problem-solving, solutions-driven approach. Communication skills. Team player. Work under pressure situations. Excellent command of both Arabic and English. Self-motivated. Managing training programs. Implementation of professional development programs.

AWARDS

- **Egyptian Arab Land Bank:** official thanks from general manager for deploying the new system oracle financial services.
- **INJAZ**: is a project under Save the Children. Official thanks for voluntary work.
- **Reach**: Official thanks for a demo website, it was as a suggestion in order to help the employees and saving time and efforts.

REFERENCES

Abdel Fatah hijazi, IT Manager.	**Egyptian Arab Land Bank.**	**abed.hijazi@ealb.ps**
Abed Al Salam Sayyad, CEO.	**Ayzeen App.**	**abed.sayyad@gmail.com**
Hanna Bullata,DR	**Birzeit university.**	**hanna@birzeit.edu**