Riziq A . Shaheen

Master Information Technology, MCSE, CCNA

IT lecturer, Business information Analyzer .

21 years of experience in the field of Information Technology, Networking ,Systems , Project management, development and evaluation using OECD/DAC evaluation criteria, Feasibility study, Marketing research , Business Information Analysis. Marketing Planning. Team member of Palestinian TVET training program development team, KAB (Know about business) ILO National Facilitator .Digital Marketing Expert.

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Address: Ramallah _Palestine

Personal Information

Birth Date: 1 December 1970
Nationality: Palestine
Driving License Issued From: Palestine

Experience (21 Years)

PTUK/Ramallah (www.ptuk.edu.ps) , October 2008 – Present.

2014 - present
- **Lecturer:** Project Management, Marketing Applications, Networking, Operating systems, MIS, E-commerce, Fundamental Of Small Systems, Software Engineering

IT Center Administrator: October 2008 – 2014

At **Location:** Ramallah, Palestine

Directs, supervises and leads the IT center: Network, Systems administration, security , technical support & management.(backup, security management, user account management, e-mail systems including e-mail, internet access, office systems and applications support)

Member of Palestinian National Team for Developing TVET Training Programs: 20011 – 2013.

Location: Ramallah, Palestine

Duties:

Occupational Analysis Of TVET training Programs according the Arab Occupational Classification

Curricula Out lining materials

Validation with the Labor market

Producing the training materials (Data Base , System analysis)

Assessment and Editing.

Palestine Polytechnic University(PPU)

Research Unit Manager (ISEC Project) –Consultant: June 2008-Dec2008

At **Palestine Polytechnic University:** Friends of Fawzi Kawash IT Center of Excellence (http://www.ppu.edu)

Location: Hebron, Palestine.

ISEC projects aims to specify and bridge the gap between the knowledge and the experience of IT graduates in Palestine and the needs of local and international markets .this project was established according the collaboration between PITA and three local universities,(**Palestine Polytechnic University**, **An-Najah National University . Birzeit University**). In this project we assess the local IT sector in the field of the software development, company's structure, future trends, capability for international market needs and standards, **universities** IT specializations, staffs and graduates. Education Plans.

Duties:

Present Directs, supervises and leads the unit's team towards accomplishing the objectives of the unit.
Responsible for gathering information and analysis of statistical data concerning the IT sector.
Organize information sessions, workshops, seminars, and other related activities.
Responsible for preparing guidelines and evaluating the operations performed against standards and performance criteria.
Supervises the work of quality assurance.
Develops and implements quality assurance standards, processes, and controls.
Develops methods for inspection, testing, and sampling.
Evaluates production capabilities and recommends improvements.
Questionnaire Design and Data Analysis.

Paltel : September 1999 - February 2005

Technical Support Supervisor -Paltel : November 2001 - February 2005

At **Palestinian Telecommunication Company (Paltel)** , (http://www.paltel.ps)

Location: Ramallah, Palestine

Working with Cisco routers and LAN/WAN implementation.
Windows 2003 Advanced Servers. Active directory and users support. DNS, WINS, DHCP troubleshooting. Support servers,Backup

As a technical support supervisor, led a professional support team in providing support to over 350 users, 30 location.
Project Manager: Managed four system engineers successfully expansion and upgrade collaborative environment of exchange as messaging system from exchange 2000 to 2003.

Technical Support Engineer: September 1999 - November 2001

At **Paltel,** (http://www.paltel.ps)

As A technical support engineer. Worked with LAN installing, internal clients support.

Network Design and Management, which included: Network Architecture, Topology, Design, Troubleshooting, Implementation and Management, the ISO Reference Model, LAN, WAN Bridging

Ministry Of Education Higher Education/ Palestine   April 1996 - August 1999

Technical Support Engineer

Planned, designed, implemented, administered and supported computer networks, Provided support & maintenance
Represented the ministry in many technical meetings & conferences.

Al- Barq Programming & Electronics Company -March 1996 - September 1996

Computer Maintenance Engineer:

Location: Palestine, Ramallah

Provided support & maintenance including PC's, O.S and applications.
Prepared and presented IT hardware training courses
Network administration (Peer to peer network, client server networks)

Education

Master's Degree, Computer Information Systems (CIS) with GPA 90.9

at Arab Academy for Banking and Financial Sciences (AABFS).
Location: Amman Jordan
Completion Date: September 2007
http://www.aabfs.org/English/EnCollegeAmmanMaster-CIS.asp?

Bachelor's degree Electronics Engineering, with GPA 81

At **Al_Quds University (http://www.alquds.edu)**
Location: Jerusalem Palestine
Completion Date : April 1996

Skills

System administration, technical support management

Windows Advanced Servers. Active directory, DNS, WINS, DHCP troubleshooting

Networking, LAN/AWN planning and Implementation, Experience: 12 years

Working with Antivirus Corporate Editions (Norton , Bit Defender , Kasper sky)

Information technology strategic management

Project Management.

Statistical Analysis and Reporting

Training Courses:

	Course	Location/Date
1-	PMP Preparation Training Course	Palestine 3-2018
2-	Digital marketing	Palestine 2017
3-	KAB(Know about business)-National facilitator -ILO	Palestine , July 2017
4-	Introduction to Accounting	Palestine 1996
5-	Introduction To financial management	Palestine 1996
6-	Personal Communication	Palestine 1996
7-	MCSE/MCP_NT4	Paltel, Palestine. 1999
8-	CISSP	Paltel, Palestine , 2005
9-	CCNA	Paltel, Palestine , 2005
10-	MCSE/MCP win2003	Paltel, Palestine , 2005
11-	SPSS	PPU, Palestine , 2008
12-	Quality Management	PTCR, Ramallah 2010
13-	MS-Project 2007	PTCR, Palestine 2011

Languages

Arabic-Native

English- V.Good