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## EDUCATION

**Master of Science, Computer & information Science: Information Analytics** December 2017  
Gannon University, Erie, PA

**Bachelor of Science, Computer Science** August 2008  
Philadelphia University, Amman, Jordan

## IT EXPERIENCE

Khonsu LLC, Erie, Pa May 2017- present

### Data Analyst

- Manage and help to create marketing content to socialize and use for social media purposes (e.g. customer videos briefs, customer case studies, blog posts, posts from analysts and customers)
- Build and nurture social media platform-specific communities and audiences
- Support SEO strategies by understanding keyword priorities and how they integrate into content marketing plans
- Assist in link building campaigns in coordination with client SEO goals
- Provide analysis and recommendations as the program evolves and can be reviewed
- Research and administer social media tools on a daily basis in support of clients' social media strategy
- Monitor and evaluate social media results on a daily basis in coordination with client goals and benchmarks
- Communication to team and management on project development, timelines, and results
- Work closely with the other team members to meet client goals
- Keep pace with social media and internet marketing industry trends and developments

Gannon University, Erie, PA  
Student Assistant

Sep 2015-Feb 2016

- Provide programmatic support to faculty and students
- Classroom instruction

Saudi Aramco, Dhahran, Saudi Arabia  
Senior IT Support Engineer

Sep 2015-Feb 2016

Systems administrator in a Unix environment. Configuring, monitoring, upgrading and maintaining systems

hardware, software and related infrastructure.

-Strong analytical skills; able to work with technicians from various engineering disciplines to troubleshoot complex system- level issues.

Wipro Infotech, Dhahran, Saudi Arabia  
Aug 2015

Aug 2013-

IT Support Specialist

Reporting directly to the IT Manager and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user's satisfaction.

--Responsible for diagnosing & resolving hardware, software & end users problems.

--Acting as the first point of contact for all IT & technical queries.

--Developing the infrastructure and systems to meet the companies needs.

--Working within a TCP/IP network environment, including DHCP, DNS and Ethernet .

--Involved in the rollout of software updates and patches.

--Investigate specialist and complex IT support issues.

- Communicating with third party technical specialists.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software applications.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide secondary support for LAN administration.
- Responsible for allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks.
- In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows 7&8 and Microsoft Office up to Office 2007. Linux workstation and servers

**Mobily, Khobar - Saudi Arabia**  
**Network Analyst**

**Jan 2010-Des 2012**

- Working closely with a team of programmers, designers & IT managers.
- identifying problems and then suggesting technical computer-based solutions.
- Working on documentation and capacity management.
- Ensuring robust network backup and recovery capability.
- Hands on experience of server operating systems, security and remote access.
- Knowledge and experience with Firewalls

**Tabuk Pharmaceutical Manufacturing Co ,**  
**Tabuk – Saudi Arabia May 2008- May 2009**  
**Network Administrator**

**Althani Foundation, Tabuk – Saudi Arabia**  
**IT Systems Administrator**

**Jan 2005 – Des 2008**

**SKILLS**

**Linux administrator, python, R language, servers, C++, SQL, VMware.**

**Languages:** English and Arabic

## **EDUCATIONAL PROJECTS**

### **Name of Project**

2016-2017

- Data Mining using python and R
- Teaching Linux 101

## **REFERENCES**

Available upon request.