

Curriculum Vitae

<http://cv.abusabbah.com>

Hamza Rafeq A. Abu-Sabbah

Date of birth : 22/10/1985
Nationality : Jordanian.
Marital Status : Married
Mobile : +971 55 11 66 937
E-Mail : hamza@abusabbah.com
Website : www.abusabbah.com
Drive License : holding a valid UAE/JOR driving license.
More Information : <http://cv.abusabbah.com>

OBJECTIVE

Seeking a full time challenging, active and dynamic opportunity in the field of Information Technology and AV to utilize my skills, ability, creativity and teamwork

EDUCATION & CERTIFICATES

- ❖ **Masters in IT Management (MITM)** (02/2019)
University of Wollongong - Dubai
- ❖ **Bachelors in Management Information System (MIS)** (07/2007)
Al-Zaytoonah University - Amman
- ❖ **MCITP: Enterprise Administrator** (09/2010)
- ❖ **MCITP: Server Administrator** (08/2010)

Microsoft
CERTIFIED

EXPERIENCE

- **Samsung Electronics (SGE) / VD Sales Group** (01/2014 – till now)
Samsung's regional sales & marketing (Dubai – <http://samsung.com/ae>) Worked as **Professional Services**

Tasks and Responsibilities "not limited to":

- Presenting and demonstrating company's display solutions (LED, LFDs, Video Walls, E-Boards and hospitality TVs)
- Solution Architecture
- Gathering systems requirements and performing site surveys
- Setting up servers , implementing solutions and support integrations
- Analyzing and building work flows
- Projects and Sales follow up
- Manage the product line life-cycle from strategic planning to execution of planned tactical activities
- Communicate market requirements to HQ for current and future products by collecting VoC (Voice of Customer) and conducting market research, supported by on-going visits to customers and studying competitor's products
- Analyze potential and diverse partners in each of the target markets and provide management with avenues for increased revenue in target markets
- Provide the sales team with the necessary technical expertise to enable them to sell the range of display solutions
- Manage resources effectively, control the product P&L and operate within budget constraints to consistently achieve sales target.

- Sample project that was planned and supervised (below videos were recorded and produced by me):

- https://youtu.be/H56hA-R_Z3o - FNC (short)
- <https://youtu.be/TUtp0z3GW9s> - FNC (with Installation)
- https://youtu.be/C6NGBs2sV_M - MBR Library
- <https://youtu.be/8JZ6kqBQlU> - Safari Studio

- **Advanced Interactive Media Solutions (AIMS/SCALA) / IT Department** (03/2012 – 12/2013)
Digital Signage Provider, powered by SCALA (Dubai – UAE, <http://www.aimsuae.com>, <http://www.scala.nl>). Worked as **Technical Team Leader**

Tasks and Responsibilities "not limited to":

- Leading technical support team (*managing, assigning and following up team members tasks*)
- Installing, configuring, testing, integrating and troubleshooting the Company's hardware and software products
- Provide various supports to customers and partners for the installed solution (Remotely/On Site + Software, Hardware, Networking and others)
- Technical Drawing, writing clear project documentation for Knowledge Base, technical solutions sent to customers, and incident reports for technical issues.

- **Integrated Technology Group (ITG) / Professional Services Dept. (PSD)** (12/2010 – 02/2012)
IT solutions for education and public sectors (Amman – Jordan, <http://www.itgsolutions.com>).

Worked as **Professional Services Officer** (Extended Technical Support)

Tasks and Responsibilities "not limited to":

- presenting and demonstrating company's solutions
- gathering systems requirements according to customer needs
- setting up servers and implementing the system for customers
- analyzing and building work flows
- follow up the project
- reporting bugs and customizations requested by the customer
- quality assurance.

- **Cobra Industrial Machines / IT Department** (01/2008 – 04/2010)
Industrial machines trading and services (Sharjah - UAE).

Worked as **IT Specialist**

Tasks and Responsibilities "not limited to":

- desktop software developer (Oracle 10g & 6i)
- web developer (cobrauae.com)
- general technical support.

TRAINING COURSES

- **CCNA.** (in 09/2010, from **ITCC**)
- **MCITP [Certified] *** (in 08/2010, from **ITCC**)
- **Microsoft ISA 2004** (in 08/2010, from **ITCC**)
- **Microsoft Exchange Server 2007** (in 08/2010, from **ITCC**)
- **ASP .Net Developer (With C# & MSSQL)** (in 12/2009, from **Excel-Train**)
- **Oracle (10g) Developer** (in 11/2007, from **ITCC**)

* Visit Microsoft's official transcript at <https://mcp.microsoft.com/authenticate/validatemcp.aspx>

Transcript ID: 925079 **Access Code:** passhzmzmc

RELEVANT EXPERIENCE AND COMPUTER PROFICIENCY

- Implementing, Configuring, Designing, Maintaining and Troubleshooting Network environment. (2003, 2008) including DNS, Active directory, Group Policy, DHCP, WSUS, NPS, DFS, FSRM, WDS, Web Servers, Terminal Servers, Microsoft ISA Server 2006 and Microsoft Exchange Server 2007.
- Implementing and configuring Windows XP, Windows Vista and Windows 7 Clients.
- CISCO Networking
- Microsoft Office (XP, 2003, 2007).
- General computer maintenance (Software and Hardware).
- **Development (ASP .NET With C# Code behind, AJAX & MSSQL)...**
Checkout: esms-ksa.net, arabinames.com, shortens.info, arabitorrent.com, vistasms.com, hamzoo.com, shabaketna.com, cobrauae.com, taqyeem.at

LANGUAGES

- **Arabic** : Mother Language.
- **English** : Excellent.

REFERENCES

- Mr. Ahmad Ridi (CEO in AIMS): +971552222530, aridi@aimsuae.com
- Mr. Amer Dibbeh (Project Manager in ITG): +96264618133, adibbeh@itgsolutions.com
- Mr. Jamal Al-Saher (General Manager of Cobra Industrial Machines): +9715313317, jamal@cobrauae.com

DOCUMENTS & CERTIFICATES

Available on <http://cv.abusabbah.com> or upon request.