



Dubai – UAE
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HAYTHAM H. AL BARAKEH

Recognized “go-to” resource, quick learner, and eager teacher

OBJECTIVE

Well-regarded IT specialist with broad-based background and extensive experience in administrative roles. Forward-thinking professional with a record of success in researching and implementing technology solutions to improve/automate processes and maximize operational effectiveness. Organized, effective leader with meticulous attention to detail. Adaptable, solution-orientation team player actively seeking to improve the status quo.

EDUCATIONAL BACKGROUND

- **Master of Education in Educational Management**, Lebanese International University (LIU), January 2022
- **Teaching Diploma in Education**, Lebanese International University, August 2020
- **Bachelor of Engineering in Communications and Electronics**, Beirut Arab University, July 2000
- **Autodesk AutoCAD 2019 Certified Professional**, 2019
- **Certificate of Achievement: Developing ASP.NET MVC 4 Web Applications**, 2017
- **Certificate of Achievement: Querying Microsoft SQL Server**, 2016
- **Certificate of Achievement: Programming in C#**, 2016
- **Certificate of Attendance: Certified Ethical Hacker v9**, 2016
- **Autodesk AutoCAD 2012 Certified Associate and Professional**, 2012
- **Microsoft Certified Systems Administrator (MCSA) on MS Windows 2003**
- **Cisco Certified Network Associates (CCNA)**
- **Microsoft Certified Professional (MCP) on Microsoft Windows**
- **Microsoft Certified Systems Administrator (MCSA) on MS Windows Network Infrastructure**
- **Microsoft Certified Systems Administrator (MCSA): Messaging on MS Windows**
- **Microsoft Certified Systems Engineer (MCSE) on Microsoft-Windows**
- **Microsoft Office Specialist (MOS) on Microsoft Office**

QUALIFICATIONS & CAPABILITIES

- Working independently as well as in a team
- Combining effective communication and technical skills
- Working under pressure and meeting deadlines as scheduled
- Solving problems innovatively and creatively
- Leading enthusiastically and productively with excellent management skill

WORK EXPERIENCE

- **Al Mawakeb School (August 2022 – Present) / Dubai-Al Khawaneej**

Head of Technology Department at Al Mawakeb Al Khawaneej School and member of the Digital Transformation Unit for AMSI Schools, responsible for:

- **iCampus Course Management**: a comprehensive school management system that automates most of the daily tasks performed by all school staff members

- **Platform Management & Vendor Communication:** Managed rosters and liaised with vendors for educational platforms (Savvas, RAZ, Alef, Abjadiyat, eAlpha, Peekapac, Kutubee, IXL) ensuring timely updates and student access
- **Pearson Calculus Course Setup:** Streamlined course setup and access code management for Al Khawaneej and Al Garhoud, reducing setup time with automation ai tools
- **Assessment Coordination & QR Code Labeling:** Prepared rosters and QR code labels for assessments (CAT4, NGRT, MAP, IBT) across Al Khawaneej and Garhoud campuses
- **Helpdesk System Development:** Developing a PHP/MySQL/JavaScript helpdesk system for facilities management to create tickets and track open, closed, pending, and unresolved tasks. This project will be implemented across Al Mawakeb schools (Barsha, Khawaneej, and Garhoud) upon completion
- **Visitor Management System Pilot:** Conducting a pilot of a visitor management system at Al Khawaneej, with potential expansion to all Al Mawakeb schools, pending evaluation
- **Daily Technical Support:** Provided tech support for staff, teachers, students, and parents on all academic platforms (Learn Online, iCampus)
- **School Portal / Events Calendar / Exam Schedules** management
- **Administrative Document Management:** Created and updated files aiding administration and Heads of Sections in daily operations
- **Professional Development:** Attended technology workshops to enhance educational tech integration
- **New Teacher Training:** Conducted orientations on platforms like iCampus, Learn Online, and Microsoft Teams
- **Innovation Day & Event Coordination:** Organized Innovation Day and coordinated the Tech for All training series for elderly participants

ICT Instructor, responsible for:

- **Teaching Responsibilities:** Taught two elective classes daily per semester, supporting the curriculum (HTML, CSS, Javascript, Python, and Scratch)

▪ **Rafik Hariri University (December 2010 – October 2022) / Lebanon**

ERP Systems & Applications Assistant Manager, responsible for:

- Web mastering the RHU website www.rhu.edu.lb
- Managing and administering the Microsoft Dynamic NAV system (Profiles and Policies)
- Managing and administering the Helpdesk Ticketing Management System
- Developing and administering the Financial Aid Program online application
- Developing and administering the Undergraduate & Graduate online applications
- Designing and administering an NSSF System for the Registrar Office

IT Instructor, responsible for:

- Teaching regular and advanced AutoCAD courses
- Teaching Business Computing Courses “Office applications”

IT Helpdesk Supervisor, (previous position):

- Managing the Active Directory Users and Computers as a Domain Controller Backup
- Installing and configuring computers and printers for all the colleges and departments
- Helping students in fixing their laptops' problems and software installation

IT Computer Lab Coordinator, (previous position):

- Scheduling the Lab hours with all instructors
- Monitoring and troubleshooting computer systems and networks
- Setting up new users' accounts and profiles and dealing with password issues

▪ **Knowledge City Management (June 2008 – December 2010) / Lebanon**

IT Coordinator, responsible for:

- Implementing and developing a Client Registration System for all CLC Branches by using MS Access
- Administering a Windows network platform
- Performing new installations and updates for all IT equipment, including desktops, laptops, printers, etc.
- Publishing seven different student's guides to be taught in City Learning Center "CLC"
- Preparing the IT courses description and outlines
- Designing multi flyers, brochures, certificates, badges, billboards, rollups, etc...

IT Instructor, responsible for:

- Teaching basic and advanced IT courses

▪ **BIT²S Learning Center (Own Business) (Jan, 2006 – Present) / Lebanon**

My Center services and programs:

- Teaching in cooperation with more than 10 instructors advanced IT courses for students aged between 10 and 50 years old
- Implementing an After School Program for up to 70 school students from grade one to grade twelve
- Achieving the second place worldwide and first place in Lebanon as a partner of UCMAS (Mental Math) in Saida, Lebanon
- Partnering with Education Touch Center for Robotics technology
- Organizing summer programs for kids
- Designing websites, brochures, posters, books, etc.
- Maintaining Notebooks "Hardware & Software" and accessories

▪ **Lebanese University - IUT (Sep 2006 – Sep 2008) / Lebanon**

- **Programming instructor**, teaching C and C++ Courses for the first and second-year engineering Students

▪ **Makassed Secondary School (Sep 2004 – July 2008) / Lebanon**

Network Administrator, responsible for:

- Administering a Windows XP network platform
- Implementing an intranet page for all Makassed Association Schools

IT Instructor, responsible for:

- Publishing seven IT manuals for all school levels
- Teaching IT courses for the 650 Students in 22 Classes
- Teaching MS Word & Excel for all school instructors

▪ **GET-Global Ent. Technologies (Mar 2003 – Sep 2004) / Lebanon**

Telecom engineer, responsible for:

- Installing and configuring an IVR System based on NMS Telecom Boards and Orateur2 Telecom application server “Dubai”
- Designing a complete Visio network plan to be implemented in “Syria” including Cisco Pix Firewall, Swiches, Universal Access Server, and Windows2000 Clustering
- Monitoring and supervising Server builds – IBM Xseries/Compaq ML370 ProLiant hardware
- Installing and configuring a Windows 2000 Clustering

▪ **LibanCell (Feb, 2002 – Mar, 2003) / Headquarter – Beirut**

- Support Specialist in the Network & System Engineering Unit of the IT department, whose responsibilities are bounded by the first level engineering
- Responding to problems related to PCs, printers, and associated computer devices on the network
- Interventing at various “Point Of Services” and remote sites

EXPERIENCE

- Porficient in all Microsoft Windows OS platforms, Microsoft Office Suites and Microsoft Project
- Skilled in Adobe Photoshop, Illustrator, Activinspire
- Proficient in Autodesk AutoCAD 2D & 3D, 3Ds Max Studio
- Programming languages: IGCSE Computer Science, AP Computer Science A, AP Computer Science Principles, Python, Wordpress, HTML, CSS, PHP, C & C++, JAVA, MySQL, Javascript, Scratch, Bootstrap, Laravel
- Well knowledge in Calculus, Pre-Calculus, Algebra I & II, and Physics.

LANGUAGES

- Arabic (Excellent)
- English (Very Good)
- French (Fair).

DEVELOPED WEBSITES BASED ON WORDPRESS

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| <ul style="list-style-type: none">• www.wowpaw.org• www.asysg.com.sa• www.visions.net.sa• www.therightflight.org• www.therightcover.org• www.therightproperty.org | <ul style="list-style-type: none">• www.sportlines.org• www.smca.info• www.mazenpc.com• www.al-jawhara.co• www.lanaalmostakbal.org• www.maakmaghdouche.org |
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