Marzooq al-maitah

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Objective

Obtain a secure instructor position in a computer science or a computer engineering department with emphasis on systems applications, networks subjects, and/or some other computer sciences courses at the university college level, where is my education, experience, and skills would be utilized to benefit the organization and the student.

Education

Certification

Certified technical Trainer	(CTT)	USA
Microsoft System Engineer 4.	(MCSE)	USA
Novell System Instructor	(CNI)	USA
CompTIA A+	(A+)	USA

Master Computer Science

1986	Jackson state university	Jackson, MS

B.S Business Management (information System)

1984	Shaw university	Raleigh, NC

PROFESSIONAL EXPERIENCE

Instructor   Fall 2004- present   Alzaytoonah University   Amman-Jordan

- Acted as the primary guide to make sure that students stay on track to meet their educational goals.
- Provided assistance to students with course registration.
- Supervised the students on university policies and procedures, program requirements and related academic matters.
- Monitored the students to identify at-risk scenarios and identified opportunities to prepare, implement, measure and improve academic success strategies.
- Provided guidance to the students to prepare accountability for their decisions and an understanding of how those decisions impact their success.
- Provided the follow-up to students with issues and concerns with outstanding customer service.
- Collaborated with staff members and other departments to ensure that student inquires are being handled in a timely manner.
- assists with departmental planning efforts and operational tasks as assigned
- Participated in all regular meetings and all Board meetings.
- Stimulated to be updated of all developments in the field by reading current literature and participated in professional organizations and conferences
- In corporate technology into teaching method by guiding the student in the use of internet to conduct research.
- Teaching application courses such as Word, Excel, PowerPoint, windows operating system XP, windows 2007 and computer skills .
- Teaching Network essential and programming languages, computer network information security, voice over IP, Wireless network, computer Network protocols, network Lab   .

Instructor: *10-2002 To 06-2003   Tech connect USA*

- in charge of supervising other training team members
- in charge of formulating and developing training programs and providing guidance to employees
- Plan on how to implement the training program and how to identify key weaknesses of employees to ensure client and employee satisfaction.
- Guides employees to work under company policies and regulations. Also organizes and run workshops and seminars.
- Assisted in developing needs assessments of sales representatives and sales management.
- Delivered and evaluated training programs concerning domain, industry, and solution areas.
- Prepared training manuals, feedback survey forms, and support materials.
- Worked with Director of Sales Training, Sales VP and directors on training plans for programs.
- Established and maintained high performance standards throughout the training process.

- Contacted and scheduled internal or outside product specialists for specialized training.
- Maintained the Sales training calendar of events.
- Encouraged the Board to act as a team helped each other to achieve the program objectives.
- Participate in territory meetings, trade shows, territory activities, special events and seminars.
- Participated in all regular meetings and all Board meetings.

Netware Engineer: 03-2001 To 07- 2001   Visionone   USA
- manage technical and business aspects of all network systems.
- Manage sales challenges and handle objections or queries
- Manage the process of defining requirements, documenting and assist the project manager in delivering the approved changes
- Design and install Network infrastructures including servers, equipment, computers and software at the client locations
- Provide Network design, consultation along with support
- Supply server infrastructure design and development plan
- Internal IT infrastructure maintenance and up-gradation

Instructor :   03-2000 To 07-2001   Heald College   USA
- Served as the performance consultant with the Educational Services team
- Responsible for planning, organizing and implementing new training programs
- Responsible for guiding and monitoring training programs to enhance the quality of training sessions
- Handled the tasks of managing roll out, administration, production, evaluation and continuous improvement of learning products
- Handled the tasks of gathering innovative information and training resources by using internet and various sources
- Participated in the delivery of functional/business specifications for learning about different products
- Maintained training resources and documents for instructor.
- Create and present high quality level classrooms and training course to maintain s Created contents for training programs and plans
- Other duties and responsibilities.

Netware Engineer: 10-1998 To 03-2000   Valcom Computer Center   USA

- Adept at overseeing all facets of project lifecycle, including initiation and planning; change, risk, and issue management
- Able to successfully build strong working relationships with coworkers and clientele, while ensuring cooperation among company departments.
- Provides technical direction for the development, design, and systems integration across multiple client engagements from definition phase through implementation.
- Applies significant knowledge of industry trends and developments to improve service to our clients.
- Easily recognizes system deficiencies and implements effective solutions.
- Suggests alternative technical solutions to meet client requirements more efficiently, and/or with greater reusability, and / or longer life.
- Creates and executes development plans across multiple projects and revises as appropriate to meet changing needs and requirements.
- Keeps project manager well informed of status of development effort and serves as liaison between development staff and project manager and/or client across multiple projects.
- Manages multiple technical teams within budget and project schedule.
- Assists in sales efforts from a technical perspective.
- Consistently delivers high-quality services to our clients.

training supervisor   04-93 To 03- 98   New Horizons Learning Center   USA
- Responsible for planning, organizing and implementing new training programs.
- Arranged training schedules and actual laboratory exercises for students' practice and familiarity Evaluated trainees performance
- Supervised the junior trainer in their daily tasks and saw to it that they perform well in training activities.
- Evaluated learning effectiveness through post training surveys, feedback mechanisms and actual exams
- Acted as a training aid for major trainings within the organization.
- Coached team members regarding the technical aspect of the projects handled
- Offer routine technical support from workstations to the servers.
- Responsible for the growth and increase in the organizations' finances and earnings.
- Working out compensations and rewards.

- Handle Network management and troubleshooting
- Maintain and submit reports to the Senior Management and customers
- Other tasks as assigned

Retail store assistant manager 11-1989 to 04 - 1993   Radio Shack

- Supervise and manage the overall performance of staff in the store
- Trained employees and handled other retail store front responsibilities such as cash handling, accounts receivable, accounts payable, and all retail store transactions
- Resolved escalated customer issues that front-line staff members could not handle, sometimes involving state sales managers or area vice presidents
- Maintained customer information data bases
- Analyzing, reporting, giving recommendations and developing strategies on how to improve quality and quantity.
- Ability to communicates clearly and effectively with a variety of audiences
- Sold and operated profit Customer satisfaction.
- Managed payroll and expense.
- Ensured maintenance of inventory and system accuracy.
- Trained and developed Executive Assistant Store Managers.

Instructor: 10- 1987 To 10-1989   Mu'tah University   Jordan

- Provided assistance to students with course registration.
- Supervised the students on university policies and procedures, program requirements and related academic matters.
- assists with departmental planning efforts and operational tasks as assigned
- Participated in all regular meetings and all Board meetings.
- Taught basic computer skills, spread sheets, word processors, and
- computer programming language such as BASIC, FORTRAN.
- Participated in designing computer Laboratories and formulating its documents.