

# TAHA ALSHAREEF

## Personal

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## Resume objective

Accomplished IT professional with over 3 years of experience in the humanitarian sector, providing vital IT support and driving technological innovation in challenging environments. Leveraging a broad technological skill set and a record of success in Network Administration and Project Management related to IT, I am seeking to apply my abilities as an IT Operations Officer with the United Nations World Food Programme

## Education and Qualifications

### Bachelor's degree in information technology

Sep 2014 - Jul 2019

*University Of Tripoli, Tripoli*

Graduation degree photo : <https://shorturl.at/bAJ02>

## Work experience

### Head of IT department

May 2021 - Present

*Moomken Organization, Tripoli*

- **Facilitated robust humanitarian assistance** services through effective IT governance and strategic project implementation.
- Enhanced and improved Moomken's internet network infrastructure as Network Administrator.
- Implemented and managed the **Resource Center** project funded by the British Council and **ACTED**. This included the creation of a public website from scratch, and a booking platform for resources such as meeting rooms, training rooms, and 3D printers. Also developed a responsive mobile application for the online platform.

Public Website: <https://rc.ngos.ly>

Platform: <https://csos.rc.ngos.ly>

Mobile Application: <https://apps.apple.com/us/app/rc-resource-center-of-libya/id6448171672>

- Led the development of online e-learning platforms '**Mocs**' and '**Wadeb**', driving digital education initiatives.

Mocs website : <https://mocs.ly/>

Wadeb website : <https://wadeb.ly/>

- Supervised a dynamic team of 3 IT professionals, fostering a culture of continuous learning and quality improvement.
- Deployed and managed data collection tools using **AWS** cloud infrastructure, including **Kobotoolbox**.
- Orchestrated the setup and administration of **Microsoft 365 tools**, **Azure**, and Yammer for Moomken organization.
- Modified and managed **ERPNext** systems, tailoring them to the specific needs of the organization.
- Created a comprehensive system for NCDC related to COVID-19 test booking and tracking.

- Established and operated 'Tawasul Call Center (1404)', a key humanitarian assistance service funded by WFP, which made me gain my proficiency in the **Sugar CRM** system.

## IT Specialist

Jan 2020 - Apr 2021

### Hivespace, Tripoli

- Implemented a complex booking system, OfficeRnD, for hybrid work management software and workspaces.
- Deployed ERPNext on AWS to manage HR, finance, and timesheet modules.
- Integrated a security camera system into the internet infrastructure of the Hivespace workspace.
- Developed online guide videos and documentation to instruct new employees on system operations.

## ☰ Technical Proficiencies

1. **Programming Languages and Frameworks:** Extensive experience in a range of programming languages including Python, Java, PHP, Kotlin, and JavaScript, and comprehensive knowledge of several frameworks such as Laravel, NodeJS, and Strapi, demonstrating the ability to adapt to new technologies and languages efficiently.
  2. **AWS Cloud Infrastructure:** In-depth knowledge of various AWS services such as EC2, S3, RDS, Lambda, and IAM, showcasing my capabilities in configuring, deploying, and managing scalable, highly available, and fault-tolerant systems on AWS.
  3. **Kobotoolbox:** Proficient in deploying, configuring, and managing Kobotoolbox, a suite of tools for data collection in challenging environments, on AWS Cloud infrastructure.
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1. **Microsoft 365 tools, Azure, Yammer:** Adept at implementing and managing Microsoft 365 tools, leveraging Azure for cloud computing solutions, and fostering communication and collaboration within the organization through Yammer.
  2. **ERPNext Systems:** Significant experience in deploying, customizing, and managing ERPNext systems to cater to various organizational needs, emphasizing my skills in enterprise resource planning and project management.
  3. **Database Management:** Proficient in managing and manipulating databases using SQL and NoSQL systems like MySQL, PostgreSQL, and MongoDB, demonstrating strong data analysis and data management skills.
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1. **Security and Compliance:** Proficient in securing sensitive data by implementing encryption and network security practices, ensuring systems and data are compliant with industry standards and regulations.
  2. **DevOps Practices:** Experience in implementing CI/CD pipelines using tools like Jenkins, Travis CI, and GitLab CI, supporting software development processes with agile methodologies, version control systems, and containerization technologies like Docker and Kubernetes.
  3. **System Administration:** Deep understanding of Linux and Windows system administration, managing and troubleshooting servers in a variety of environments.
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1. **Network Administration:** Broad experience in managing and configuring network devices, implementing VPNs, firewalls, and other security measures, ensuring reliable, secure, and efficient network operations.
  2. **Web Technologies:** Solid understanding of web technologies like HTML, CSS, JavaScript, and responsive web design techniques, proving my ability to build and manage interactive and user-friendly websites and web applications.
  3. **Mobile Application Development:** Experience in developing responsive and user-friendly mobile applications using Kotlin for Android and Swift for iOS, signifying my versatility in different platforms and technologies.
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1. **IT Service Management:** Proficient in using ITSM tools like Jira and ServiceNow, highlighting my capabilities in managing IT services and infrastructure.
  2. **Cybersecurity:** Sound knowledge of cybersecurity principles and practices, such as threat modeling, risk assessment, and incident response, underlining my dedication to ensuring system and data integrity.

## ☰ Skills

Microsoft Office 365

Database analysis

Networking

Call center solutions

Team supervision abilities

Windows & Linux servers

Microservices ( AWS, Google Cloud, Azure )

Suitecrm

UI/UX Design

Anaconda ( Data science ) (Python)

Trello

Mikrotik

Strapi framwork

Microsoft Planner

Freepbx & 3CX

Tableau

Microsoft Power bi

Cisco system

ErpNext

Adobe tools ( Photoshop , XD , In-design )

IT equipment inventory systems

Sugar CRM

Presentation skills

## Interests

Humanitarian Tech Innovation, IT Governance, Open Source Contributions ( Github ), Continuous Learning ( Online learning ), Cloud Computing

## Training Conducted

- **Kobotoolbox Training, Moomken NGO:**

Conducted comprehensive training for Moomken employees on the utilization of Kobotoolbox, a suite of tools designed for field data collection in challenging environments. The training covered the application's key functionalities, data management, and best practices.

- **Information Technology and Cybersecurity Workshops, Resource Center:**

Facilitated multiple training sessions at the Resource Center to educate attendees on the use of information technology in everyday life, along with imparting crucial knowledge about cybersecurity. These sessions

covered safe and effective internet usage, protecting personal information, recognizing and avoiding cyber threats, among other pertinent topics.

- **Workspace Management Training, Hivespace:**

Led a series of workshops for Hivespace employees, covering the optimal management of coworking spaces. The training emphasized the use of the booking system, report exporting, space utilization, and fostering an efficient, collaborative environment.

- **Digital Transformation Training, Tatweer Research:**

Conducted an extensive training session for **Tatweer Research** organization on the subject of Digital Transformation for Entrepreneurship. The training shed light on how to leverage digital tools and technologies for business innovation, efficiency, and growth. The workshop encompassed key digital transformation strategies, processes, and the potential impact on entrepreneurship.

## References

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