

## PERSONAL INFORMATION



## Monther Mohammad Arafat Natsheh

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🌐 <http://www.natsheh.pro>

💬 Skype [monther.nat](#)

Gender Male | Date of birth 24/3/1985 | Nationality Jordanian | Marital Status Married

## OCCUPATIONAL FIELD

IT Systems Administration, CCTV Security Systems,  
Technical Support, Customer Service, Application Specialist

## WORK EXPERIENCE

Nov. 2016 – Present

## Information Technology Executive (Remote Work)

**Architects For Society**

**Minneapolis, MN, United States**

*Non-Profit Public charity of architects contributing to social issues*

- IT governance and administration
- Web design, implementation and administration [www.architectsforsociety.org](http://www.architectsforsociety.org) [www.hex-house.com](http://www.hex-house.com)

Jul. 2015 – Present

## Senior IT Systems Engineer &amp; CCTV Systems Engineer

**Universal Link Corporation – ULC FZE**

**Amman, Jordan**

*Security Systems OEM of CCTV systems internationally (Global)*

- IT department management
- IT governance and administration
- Web design, implementation and administration <http://www.revomena.com/> [www.ulcfze.com](http://www.ulcfze.com)
- CCTV pre-sales; systems design (including servers, network and storage)
- CCTV technical support and customer training

Nov. 2014 – Apr. 2015

## IT Systems Engineer

**Medrah Information Technology**

**Amman, Jordan**

*IT – Software Solutions for the Healthcare sector internationally (Middle East)*

- Authored, implemented and managed the company support strategy
- ICT solution development and technical consultancy for healthcare
- Analyse solution requirements and articulate specifications
- Deploying complex systems on client site
- Conducting Professional training for client personnel
- Create use case scenarios and test procedures
- Mentored technical junior staff

Mar. 2011 – Oct. 2014

## Technical Support Engineer

**Universal Link Corporation – ULC FZE**

**Amman, Jordan**

*Security Systems OEM of CCTV systems internationally (Global)*

- Technical support internationally (2<sup>nd</sup> & 3<sup>rd</sup> line)
- Pre-sales; systems design (including servers, network and storage)
- Designing large-scale projects and providing integration of security systems
- Conducting training for clients and employees
- Integrating solutions into the customer's environment
- IT administration and support
- Web design, implementation and administration <http://www.revomena.com/> [www.ulcfze.com](http://www.ulcfze.com)

Nov. 2008 – Feb. 2011

## IT System Administrator

**Agenda Group**

**Amman, Jordan**

*Training and Consultation in Human Resources, Soft Skills and Graphic Design*

- IT systems administration and support
- Website administration
- IT equipment procurement

## EDUCATION AND TRAINING

Present	<b>Master of Business Administration</b> <b>Online self-paced program</b> <i>University of South Wales</i>	<i>Newport, United Kingdom</i>
Jun. 2010	<b>B.Sc. in Computer Engineering</b> <i>The University of Jordan</i>	<i>Amman, Jordan</i>
Jul. 2003	<b>High School (Scientific Stream)</b> Tawjihi - Jordan National General Secondary Education Certification Examination <i>Islamic Scientific Collage Schools</i>	<i>Amman, Jordan</i>

## PERSONAL SKILLS

Languages	<b>Arabic (Mother tongue)</b> <b>English (Fluent)</b>	
Computer skills	<ul style="list-style-type: none"> <li>▪ IT Systems</li> <li>▪ Operating systems</li> <li>▪ Storage systems</li> <li>▪ Networks</li> <li>▪ Application</li> <li>▪ Microsoft Office</li> <li>▪ Software Applications</li> </ul>	Design, Planning, Implementation, Administration and Support Deployment, Configuration, Administration and Support SAN, NAS Routers, Switches, Firewalls, TCP/IP , LAN / WAN, VLANs, Management, Deployment, Monitoring and Support Office 365, Office Suite, Visio Kaspersky Endpoint Security Nuance Dragon Medical (Practice and Network editions)
Supportive Skills	<ul style="list-style-type: none"> <li>▪ Websites</li> <li>▪ Technical Writing</li> <li>▪ Presentation &amp; Tutorials</li> </ul>	Planning, Concept Design, Administration, WordPress, SEO Authoring, Proofing, Graphical illustration Articulate - E-Learning Software and Authoring Tools
CCTV Security Systems	<ul style="list-style-type: none"> <li>▪ System</li> <li>▪ Devices</li> </ul>	Design, Planning, Implementation and Support Analog & IP cameras, DVRs, NVRs, storage, VMS
Job-related skills	<ul style="list-style-type: none"> <li>▪ Technical support and help desk operations</li> <li>▪ Service support and delivery (ITIL)</li> <li>▪ Strong analytical, troubleshooting, problem solving and reporting skills</li> <li>▪ Professional training authoring, and delivery</li> <li>▪ Ability to manage multiple tasks and competing priorities</li> <li>▪ Used and willing to working to tight timescales in dynamic environments</li> <li>▪ Ability to work varying hours and shifts</li> </ul>	
Communication skills	<ul style="list-style-type: none"> <li>▪ Good verbal, written, and presentation skills</li> <li>▪ Ability to convey technical solutions in a clear and concise manner.</li> <li>▪ Open, positive and co-operative attitude to colleagues</li> <li>▪ Good customer-care attitude</li> <li>▪ 'Team player', with a positive 'can do' attitude</li> <li>▪ Highly ethical, dependable, and willing to take responsibility</li> <li>▪ Strong documentation and technical writing skills</li> </ul>	
Driving licence	<ul style="list-style-type: none"> <li>▪ Jordanian Driving License – Type 3-1</li> </ul>	

## TRAINING &amp; CERTIFICATION

Jan. 2019	<b>Leadership Foundations</b> <b>Lynda.com</b> Certificate No: D2E054130E854DEDA59C99B56A55C72C	<b>Online</b>
Mar. 2018	<b>SPSS for Academic Research</b> <b>Lynda.com</b> Certificate No: B1E498E4ACD34C198DBA5CB69B72DA4E	<b>Online</b>
Oct. 2010 – Nov. 2010	<b>PMP Training</b> <b>Agenda Group</b> Training course facilitated by Munir Sabbagh	<b>Amman, Jordan</b>

## VOLUNTARY EXPERIENCE

Apr. 2009	<b>Event Coordinator &amp; Interpreter</b> <b>Teatro di Nascosto – Hidden Theatre</b> <i>Humanitarian theatrical group</i> focused on refugee issues <a href="http://www.teatrodinascosto.com">www.teatrodinascosto.com</a>	<b>Amman, Jordan</b> <b>Volterra, Italy</b>
Mar. 2009	<b>Theatre Stage Manager</b> <b>Arab Theatre Institute &amp; Mohtaraf Remal for Arts</b> <i>Theatrical organisation</i> developing theatre in Arabic countries <a href="http://www.atitheatre.ae">www.atitheatre.ae</a>	<b>Amman, Jordan</b> <b>Sharjah, U.A.E.</b>
Mar. 2008	<b>Event Coordinator "In the Shades of Gaza" Art Exhibition</b> <b>Mohtaraf Remal for Arts</b> Public arts and cultural centre	<b>Amman, Jordan</b>

## ADDITIONAL INFORMATION

<b>Memberships</b>	▪ Member of the Jordan Engineers Association since July, 2010 ( <i>Membership No. 30787/4</i> )
<b>References</b>	<ul style="list-style-type: none"> <li>▪ <b>Amro Sallam</b> - Architects for Society, Founder ✉ <a href="mailto:amro@architectsforsociety.org">amro@architectsforsociety.org</a>   ☎ +1 (612) 425-8391</li> <li>▪ <b>Sinan Mahadeen</b> - Universal Link Corporation - ULCFZE, Technical Manager ✉ <a href="mailto:sinan.mahadeen@gmail.com">sinan.mahadeen@gmail.com</a>   ☎ +962 7 9582 7983</li> <li>▪ <b>Ihab Jalanbo</b> - Agenda Group, General manager ✉ <a href="mailto:jalanbo_ihab@yahoo.com">jalanbo_ihab@yahoo.com</a>   ☎ +962 7 7500 2111</li> </ul>