

## 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

## WORK EXPERIENCE

Jul. 2015 – Present

**Senior IT Systems Engineer**

**Universal Link Corporation – ULC FZE**

**Amman, Jordan**

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

- Web design, implementation and administration
- ICT systems design, implementation and support
- ICT equipment procurement
- Providing pre-sales support for big projects
- Designing large-scale projects and providing integration of security systems
- Conducting training on system design, implementation and operation
- Integrating solutions into the customer's environment

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)*

- Working with international suppliers
- Product management (technical aspects)
- Technical support internationally (2<sup>nd</sup> & 3<sup>rd</sup> line)
- Collaborating with the R&D in identifying and resolving problems
- Providing pre-sales support for big projects
- Responsible for network and storage systems engineering support
- Designing large-scale projects and providing integration of security systems
- Conducting training for clients and employees
- Integrating solutions into the customer's environment

Nov. 2008 – Feb. 2011

**IT System Administrator**

**Agenda Group**

**Amman, Jordan**

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

- ICT Systems Administration
- Active directory administration
- Technical support for servers and workstations
- ICT equipment procurement
- Ensuring ICT systems availability
- ICT systems security administration
- ICT systems implementation and upgrade

## EDUCATION AND TRAINING

Present	<b>Master of Business Administration</b> Online self-paced program <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>	

## VOLUNTARY EXPERIENCE

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|-----------------------|---|---|
| Nov. 2016 – Present   | <b>Information Technology Executive</b><br><b>Architects For Society</b><br><i>Public charity of architects contributing to social issues</i> <a href="http://www.architectsforsociety.org">www.architectsforsociety.org</a> <a href="http://www.hex-house.com">www.hex-house.com</a> | <i>Minneapolis, MN, United States</i>     |
| Nov. 2014 – Apr. 2015 | <b>Event Coordinator &amp; Interpreter</b><br><b>Teatro di Nascosto – Hidden Theatre</b><br><i>Humanitarian theatrical group focused on refugee issues</i> <a href="http://www.teatrodinascosto.com">www.teatrodinascosto.com</a>   | <i>Amman, Jordan<br/>Volterra, Italy</i>  |
| Mar. 2011 – Oct. 2014 | <b>Theatre Stage Manager</b><br><b>Arab Theatre Institute &amp; Mohtaraf Remal for Arts</b><br><i>Theatrical organisation developing theatre in Arabic countries</i> <a href="http://www.atitheatre.ae">www.atitheatre.ae</a>   | <i>Amman, Jordan<br/>Sharjah , U.A.E.</i> |
| Nov. 2008 – Feb. 2011 | <b>Event Coordinator "In the Shades of Gaza" Art Exhibition</b><br><b>Mohtaraf Remal for Arts</b><br><i>Public arts and cultural centre</i>   | <i>Amman, Jordan</i>                      |

## ADDITIONAL INFORMATION

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