

# **Curriculum Vitae**

## **Personal Information**

**First Name:** Mahmoud

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## **Profile**

Management\ Technical Professional with +15 years of experience in management and technical support.

## **Education**

B.SC. (Eng.) Degree of Information Engineering, University of Aleppo/ 2002-2007.

## **Achievement**

- ITIL v4.0 – Sep 2023
- PMP – Certificate of Attendance (New Horizons – Aleppo) – Nov 2011
- MS Project 2003 – Certificate of attendance (New Horizons – Aleppo) – Nov 2011
- Cisco Certified Network Associate (CCNA) – Nov 2007
- A+ Certified IT Technician – Mar 2009
- International Computer Driving License (ICDL V 5.0) – Feb 2012
- MCITP – Certificate of Attendance (New Horizons – Aleppo) – Jun 2010
- Photoshop CS5 – Certificate of attendance (New Horizons – Aleppo) – Jun 2011
- CCNA – Certificate of attendance (ExecuTrain – Aleppo) – Mar 2007
- A+ - Certificate of attendance (Alma'moun – Aleppo) – Aug 2004

## **Work Experience**

**Employer:** UNWFP

**Date:** Jun 2014 – Now

**Job Title:** IT Operations Associate

### **Roles and Responsibilities:**

- Provide technical support and guidance for Aleppo FO users.
- Provide Training Services and guidance for end users.
- Provide technical Support to CBT
- Efficiently manage the inventory and procurement cycle of ICT equipment and services.
- Provide Technical support and training for humanitarian community.
- Lead the technical assessment and technical implementation in UN Hub - Aleppo
- Managing\ leading other teams.

**Employer:** New Horizons – Aleppo

**Date:** Aug 2008 – Oct 2014

**Job Title:** Branch Manager Assistant

### **Roles and Responsibilities:**

- Manages branch operations alongside the branch manager.
- Making improvements to increase efficiency and save money.
- Works with HR and IT to set up offices and cubicles for new hires.
- Monitoring and controlling all training operations.
- Delivering training requirements.
- Designing new Materials.
- Evaluating instructor performance
- Teaching technical courses (CCNA - N+ - A+- Office Expert- ICDL)

**Employer:** Syriatel

**Date:** Jan 2014 – Jun 2014

**Job Title:** Network Transport Engineer

**Roles and responsibilities:**

- Perform administration installation/software loading/ parameters settings/ acceptance test for relevant network transport elements with the relevant documentation.
- Support in organizing and performing network transport related cables in the relevant network transport elements.
- Perform all network transport necessary backup jobs.
- Handle effectively network transport alarms from supervision and their corrective maintenance.
- Check availability of continually needed spare parts and in the proper physical environment as per supplier specification.
- Solve any related problem (hardware, or software) on the network transport nodes and escalate unsolved issues to direct upper line of authority.
- Implement, control, operate and maintain transmission network management system.
- Fill and follow-up the network transport documentation.
- Handle emergency cases.

**Employer:** CPC training center – Aleppo

**Date:** May 2013 – Sep 2013

**Job Title:** Management and Technical Instructor

**Roles and responsibilities:**

- Teaching Management and technical courses (Employability skills – Office Management – Teamwork Management – Time Management - CCNA - N+ - Office Expert- ICDL)

**Employer:** ExecuTrain – Aleppo

**Date:** Jun 2008 – Mar 2009

**Job Title:** IT Manager

**Roles and Responsibilities:**

- Configuring, administrating, monitoring and troubleshooting (domain controller – DNS server and DHCP server)
- Administrating, monitoring and troubleshooting the network.
- Maintaining all PCs and execute required upgrading and updating processes.

- Performing usual backup and restore tasks.
- Teaching technical courses: (A+ \ N+ \ PHP & MY SQL\ ICDL)

## **Skills**

### **Soft Skills**

- Communication and interpersonal skills.
- Time management.
- Crisis management.
- Adaptability.

### **Hard Skills**

- Office and space management.
- Office supplies management.
- Meeting and event coordination.
- Project management.
- Technology management.
  - Good skills in teaching & training with +10 years' experience (MCITP, CCNA, PHP & MySQL / ICDL v 4.0, ICDL v 5.0, MOS).
  - Good experience in (designing, configuring, administrating, monitoring & troubleshooting) in LAN networks.
  - Good experience in (Domain controllers- Active directory- NTFS rights & permissions- Group policy objects & Ous- DNS servers and DHCP servers.
- Budget management.
- Administrative skills.