

AYMAN TAQATQAH

Senior IT Officer

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Experience

09.2012 - 12.2019

System \ Network Administrator

AL Said Trading Company - AMMAN

- Testing new programs and fault finding
- Maintaining systems by monitoring and correcting software
- Implementing, Testing and Training For In-House
- Working closely with other staff, such as project managers, graphic artists, designers, developers, systems analysts, and marketing professionals
- Investigating new technologies
- Continually updating technical knowledge and skills by attend in-house and/or external courses, reading manuals and accessing new applications.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining & manage Microsoft Exchange server and SQL server database.
- Creating & Managing Microsoft virtual machine - Hyper-V.
- Maintaining up to date Antivirus levels on all company machines
- Adding, removing, or updating user account information, reset passwords, etc
- Maintaining SQL server database.
- Working on Active Directory accounts, configuration of IP Phones & laptops.
- support LANs, WANs, network segments, Internet, and intranet systems.
- Installing windows Microsoft Servers.
- Managing and monitoring of backups in multiple locations.
- Follow documented processes i.e. implementing change control procedures
- Producing reports for senior managers.

- Developing, Maintain and Manage Company Website
- Troubleshooting technical problems and implementing solutions.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-site IT infrastructure of at least 80 employees
- Supporting multi-site throw remote access software
- Responsible for the fast and accurate troubleshooting of repo faults
- Providing technical support via help desk systems for a wide Of internal & external applications.
- Mange firewall system.

Senior IT Officer

1.2020 - 8.2023

AL Samih Trading Company - AMMAN

- Maintaining systems by monitoring and correcting software defects
- Implementing, Testing and Training For In-House System.
- Working closely with other staff, such as project managers, graphic artists, designers, developers, systems analysts, and sales and marketing professionals
- Investigating new technologies
- Continually updating technical knowledge and skills by attending in house and/or external courses reading manuals and accessing new applications.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining & manage Microsoft Exchange server.
- Installing windows Microsoft Servers.
- Creating & Managing Microsoft virtual machine - Hyper-V.
- Maintaining up to date Antivirus levels on all company machines.
- Adding, removing, or updating user account information, resetting passwords, etc.
- Maintaining SQL server database.

- Working on Active Directory accounts, configuration of IP Phones & laptops.
- support LANs, WANs, network segments, Internet, and intranet systems.
- Managing and monitoring of backups in multiple locations.
- Follow documented processes i.e. implementing change control procedures.
- Maintain and Manage Company Website.
- Troubleshooting technical problems and implementing solutions
- Collaborated with cross-functional teams to enhance system performance and user experience.

Senior IT Officer

08.2023 – 02.2025

AL SHAMSH Co. LTD For Trading, General Contracting & Oil Services - AMMAN

- Handled procurement and management of large-scale IT tenders, including:
- Preparing detailed technical documentation and bid requirements.
- Evaluating vendor proposals and coordinating clarifications and negotiations.
- Managing order processing, delivery timelines, and supplier coordination.
- Ensuring smooth handover and implementation of awarded IT contracts.
- Provided on-site and remote technical support to employees across multiple locations, both locally and internationally, ensuring minimal downtime and consistent service delivery.
- Maintained and administered Windows-based server infrastructure, including:
- Microsoft Exchange, SQL Server, Hyper-V, Active Directory, antivirus systems, and routine backups.
- Installed and configured IT equipment including laptops, IP phones, printers, and network components.

- Supported and managed LAN/WAN environments and secure remote access solutions.
- Led development, implementation, testing, and user training for custom in-house systems.
- Collaborated with cross-functional teams including project managers, developers, designers, and system analysts.
- Managed the company website and ensured service continuity for internal and external users.
- Participated in budgeting and IT procurement strategy to meet business and operational needs.

IT consultant

03.2025 – 06.2025

International vision for renewal energy

- Analyzing a company's IT system and infrastructure.
- Diagnosing IT system problems, inefficiencies, and weaknesses.
- Planning a timeline for completion of projects.
- Understanding a client's business needs.
- Implementing a technological solution to meet business needs.
- Analyzing and determining security threats.
- Providing advice on technology best practices.
- Collaborating with the technical in-house team to ensure familiarity with technology.
- Training staff to use the new IT system.
- Monitoring the success of IT solutions.
- Producing detailed reports on the efficacy of the technology.

Systems developer
Philadelphia University

07.2025 – Present

Education

2008 / 2012

ISRA UNIVERSITY BS in SE

*** Grade 83.9 out of 100**

*** Location in Amman Jordan**

Certificates

- Cisco Certified Network Associate (CCNA)
Issued by Cisco – [May, 2024]
 - Microsoft Certified: Azure Fundamentals (AZ-900)
Issued by Microsoft – [June, 2024]
 - Microsoft Certified: AI Fundamentals (AI-900)
Issued by Microsoft – [August, 2024]
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Courses

- Course 6231: Maintaining a Microsoft SQL Server 2008 Database [2012]
- Course 6232 : Implementing a Microsoft SQL Server 2008 Database [2012]
- Oracle Fusion Middleware 11g: Building Application with ADF I [2014]
- Java SE 7 Programming [2014]

Skills

Networking & Infrastructure

- LAN/WAN setup and troubleshooting
- Cisco devices & CCNA certified
- IP Phones configuration
- Firewall & VPN configuration and management

Systems Administration

- Windows Server installation and maintenance
- Active Directory & Group Policy Management
- Microsoft Exchange Server administration
- SQL Server installation, backup, and maintenance
- Virtualization using Hyper-V

Cloud & Modern IT

- Microsoft Azure Fundamentals (AZ-900 Certified)
- Azure Active Directory basics
- Cloud concepts and services understanding

Skills

Cybersecurity

- Antivirus and endpoint protection systems
- User account and access control
- IT policy enforcement

Soft Skills

- Cross-functional team collaboration
- Technical documentation & reporting
- Training & user support
- Problem-solving & analytical thinking

IT Support & Operations

- Multi-site user support (local & international)
- Remote access tools & help desk systems
- IT procurement & vendor management
- Backup and disaster recovery planning