

# DHIA SHAHATEET

IT SPECIALIST

## CONTACT



AMMAN - JORDAN



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## PROFILE

Experienced, hardworking, and detail-oriented IT specialist. I am currently seeking a full-time position in a dynamic work environment where I can utilize my skills and gain further experience while enhancing the company's productivity.

## EDUCATION



### MSC, E- BUSINESS

- Middle East University – Amman/Jordan  
Master Thesis “Assessing the relative importance of Enterprise Resource Planning Systems, E-Business Technologies for communications and the Complementarity between them in Achieving Organizational Agility in Nuqul Group”.

2014 – 2012



### BA, SOFTWARE ENGINEERING

- Al-Ahliyya Amman University – Amman/Jordan  
Graduation project: “Developing a database for an insurance company”.

2009 – 2005

## EXPERIENCE



- IT Director - ALMAWARED NATURAL BEAUTY PRODUCTS CORP (RIVAGE) - / Jo. Dec 2018 – Up to Date
- PROJECT MANAGER AND TRAINER- GLOBAL TECHNOLOGY SYSTEM-/ Jo & Pal. Jan 2014 – Up to Date (PART TIME)
- ICDL, A++, ERP, TRAINER - ALZAYTOONAH UNIVERSITY / Jo. Mar 2019 – Up to Date
- ICDL TEACHER - ASAMIAH INTERNATIONAL SCHOOL - AIS/ Jo. Jun 2018 – Up to Date (PART TIME)
- TRAINER AND IT ADMINISTRATOR - FINN CHURCH AID - FCA / Jo. Feb 2017 – Jun 2019
- LECTURER – MIDDLE EAST UNIVERSITY / Jo. Dec 2018 – Up to Date
- IT MANAGER – MY RESTAURANTS MANAGEMENT (MRM) / Jo. Oct 2014 – Jun 2016
- PURCHASING MANAGER – KHUTTAR CAFÉ & RESTAURANTS / Jo. Oct 2014 – Jun 2016 (FULL TIME)
- IT MANAGER – INTERNATIONAL REPUBLICAN INSTITUTE (IRI) / Jo. 2015 – 2010 (PART TIME)
- IT MANAGER – ALAHLIYA INSURANCE GROUP (AIG) / Pal. 2013 – 2011 (PART TIME)

## SKILLS



- Languages
  - Arabic (Native language)
  - English (Fluent)



- Trainer, tester and Examiner for ICDL

## TRAININGS

### WITH AL- QAYSI INSTITUTE

- Sales & Marketing  
2007/03 – 2007/02

### WITH NJAZ

- How to be a leader  
2007/05 – 2007/03
- Success Skills  
2008/01 – 2007/10
- Age Project  
2008/04 – 2008/02

### Software

- Adobe Photoshop
- C & C++
- HTML, SQL
- Analytics
- MS Office 2003, Microsoft Dynamics AX
- MS-DOS, All versions of Windows, Microsoft Server Php

### I'm a certified for **SPECTO**

### Interpersonal

- Listening and Feedback Skills to build high performance work relationships.
- Team collaboration skills.
- Assertiveness, Good communication, Adaptability & Attention to details.
- Business Trend Awareness / Artistic sense.

## Project Technical Achievements

### Rivage Jordan

- Deployed and configured SAP ERP system and project management modules.
- Implemented and integrated Point of Sale (POS) system with SAP ERP.
- Developed and launched a custom dashboard from scratch for Al-Mawared Company, enhancing data visualization and reporting capabilities.

### Rivage UAE

- Successfully rolled out SAP ERP system and project management tools.
- Integrated POS system seamlessly with SAP ERP.
- Engineered a bespoke dashboard from the ground up for Rivage Emirates, optimizing operational insights and decision-making processes.

### Adel Al-Qasim Complex Company

- Executed full-scale implementation of SAP ERP system and project management functionalities.
- Designed and implemented a custom dashboard from scratch, improving data accessibility and analysis.

## CERTIFICATE

- Training of Trainers – Tot / Mercuria Business College.
- International Computer Driving License Reference #J01800253

- - Abu Odeh Brothers Company
    - Implemented and integrated POS system with SAP Business One (SAP B1) across 85+ branches, ensuring real-time data synchronization and operational efficiency.
- - Al-Ameed Company
    - Applied and integrated POS system with SAP Business One (SAP B1) for over 34 branches, facilitating streamlined operations and enhanced data management.
- - GreenHass Jordan
    - Deployed and configured SAP ERP system and project management modules, enhancing business process management.
- - Project Management and Training
    - Led a project to train Syrian refugees, resulting in the successful attainment of ICDL and A+++ certifications.
- - Website Design
    - Designed and developed the official website for GTSys ([www.gtsys.com.jo](http://www.gtsys.com.jo)), incorporating responsive design and
    - Created and launched the website for Millennium (<https://e-millennium.com>), featuring modern design principles and enhanced functionality.

## EXPERIENCE (CONTINUED)

- - IT Director - ALMAWARED NATURAL BEAUTY PRODUCTS CORP (RIVAGE) - / Jo. | Dec 2018 – Up to Date
    - Install and configure software and hardware.
    - Manage network servers and technology tools.
    - Setup accounts and workstations.
    - Troubleshoot issues and outages.
    - Ensure security through access controls, backups and firewalls.
    - Upgrade systems with new releases and models.
    - Develop expertise to train staff on new technologies.
    - Dashboard UI & Query Design.
    - Monitor performance and maintain systems according to requirements
    - Build an internal wiki with technical documentation, manuals, and IT policies

- PROJECT MANAGER AND TRAINER- GLOBAL TECHNOLOGY SYSTEM-/ Jo & Pal. | Jan 2014 – Up to Date (PART TIME)
  - Project Manager SAP.
  - IT Manager & System Administration
  - SAP B1 Administrator.
  - Covering technical training in SAP ERP system; and GTS System.
  - How to change traditional commerce to e-Business.

- ICDL, A++, ERP, TRAINER - ALZAYTOONAH UNIVERSITY / Jo | Mar 2019 – Up to Date
  - International Computer Driving License - ICDL Trainer.
  - ERP trainer.

- ICDL TEACHER - ASAMIAH INTERNATIONAL SCHOOL - AIS/ Jo | Jun 2018 – Up to Date (PART TIME)
  - International Computer Driving License - ICDL Trainer.
  - Information And Communications Technology – ICT.

- TRAINER AND IT ADMINISTRATOR - FINN CHURCH AID - FCA / Jo | Feb 2017 – Jun 2019
  - International Computer Driving License - ICDL Trainer.
  - Information And Communications Technology – ICT.
  - Software and hardware manager (Install, uninstall, Track license and support contracts, and follow up software and hardware.

- LECTURER – MIDDLE EAST UNIVERSITY / Jo | Oct 2014 – Jun 2016
  - e-Business, Customer Relationship Management (CRM), MIS.

- IT MANAGER – MY RESTAURANTS MANAGEMENT (MRM) / Jo | Oct 2014 – Jun 2016 (FULL TIME)
  - Configure firewalls and follow up network.
  - Training staff about potential uses of existing technology.
  - Providing orientation to new users of existing technology.
  - Managing Information Technology and computer systems (Familiar with all hardware and software).
  - Developing and implementing policies and procedures for electronic data processing and computer systems operations and development.
  - Hiring and managing information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.

- PURCHASING MANAGER – KHUTTAR CAFÉ & RESTAURANTS / Jo  
| 2015 – 2010 (PART TIME)
  - Reviewing purchasing decisions, orders, and vendor contracts.
  - Overseeing the materials and supplies orders from vendors.
  - Leading the Purchasing Staff within the Work cell, supporting the development and implementation of Supply Chain strategies and systems, ensuring that materials supply equal demand, and optimizing overall cost of materials.

- IT MANAGER – INTERNATIONAL REPUBLICAN INSTITUTE (IRI) / Jo  
| 2013 – 2011 (PART TIME)
  - Website Administrator.
  - Performing routine audits of systems and software.
  - Procurement of IT hardware, software and maintenance products & services.
  - Maintaining documentation of changes regarding users, functions & systems.

- Responsible for hardware and software installation, maintenance and repair.

- IT MANAGER – ALAHLIYA INSURANCE GROUP (AIG) / Pal  
| 2010 - 2009 (FULL TIME)
  - Website Administrator.
  - Performing routine audits of systems and software.
  - Procurement of IT hardware, software and maintenance products & services.
  - Maintaining documentation of changes regarding users, functions & systems.
  - Responsible for hardware and software installation, maintenance and repair.