

HOSAM MALKAWI
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EDUCATION

MASTER OF SCIENCE, Long Island University, Brookville, New York, USA (2000)

- Major: Computer Information Systems, GPA 3.19

BACHELOR OF SCIENCE, Yarmouk University, Irbid, Jordan (1994)

- Major: Computer Science, GPA 78.1
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HIGHLIGHTS OF QUALIFICATIONS

- ◆ Microsoft Certified Professional Developer (MCPD); MS Visual Studio 2010
 - ◆ Microsoft Certified Technology Specialist (MCTS); SharePoint 2010 Server/Configuring and Administration.
 - ◆ ITIL V3 Foundation Certificate; ITIL Service Management
 - ◆ Advanced project history; integrating a variety of third-party systems, devices, and services
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PROFESSIONAL EXPERIENCE

APPLICATION SUPPORT ANALYST (Contractor)

Qatar Fuel (WOQOD), Doha – Qatar (09/2021 – 1/2025)

- ◆ Play the role of Senior Business Analyst in the development of a new **Grant Management System** for the Qatar National Research Fund department through meeting with the users, stakeholders, gathering requirements, writing the **MoM's, BRD, Functional & Non-Functional Requirements specifications documents, SRS document,**
- ◆ **Data Analysis, dashboards, and KPIs.**
- ◆ Writing RFP for required systems needed to be developed by vendors.
- ◆ Writing documentation.

IT BUSINESS ANALYST

Zylog Systems Ltd., Dubai, UAE (03/2015 – 02/2020)

- ◆ play a key role in the development of **Automation** for the UAE Ministry of finance processes through meeting with the users and gathering their requirements and specifications.
- ◆ Apply the functional & technical feasibility for all the automated processes.
- ◆ Identify well the ministry candidates & work, communicate with them frequently to gather the requirements.
- ◆ play a key role in the development of the Abu Dhabi judicial department new website that automates all the department's services into E-Services through meeting with the users and gathering their requirements and specifications, analyzing functional and non-functional requirements and specifications, writing the BRD, FRSD, Test Cases, User Stories and the MoM's for the daily meetings.
- ◆ Conduct meetings and presentations to share ideas and findings.
- ◆ Data analysis, creating dashboards, reports, and KPIs using Power BI.
- ◆ Provide strategic planning includes the evaluation of strategic activities of the company.
- ◆ Provide Business / Operation Model Analysis that includes the identification as well as evaluation of policies and procedures of the organization to do business, leading the ongoing reviews of business processes and developing optimization strategies.

SENIOR IT APPLICATIONS ANALYST

Mowasalat Company, Doha, Qatar (03/2013 – 03/ 2015)

- ◆ Manages and maintains company buses **AUTOMATIC FARE COLLECTION, VISUAL**
- ◆ **VEHICLE TRACKING** and **HEALTH INFORMATION** systems for the state of QATAR.

- ◆ technical/systems management, analysis, design, development, unit testing, system integration testing, implementation and support of software applications, using existing and emerging technology platforms;
- ◆ Provide ongoing support for installed applications including resolution of application incidents, root cause analysis of problems, impact analysis, and planning of proposed system upgrades and patches;
- ◆ Managing change control implications for designated systems to ensure that applications and related services are documented and kept current;
- ◆ SharePoint Server 2013 Administration and development.

IT LECTURER

Institute of Public Administration, Riyadh, Saudi Arabia (09/2009 –09/2011).

- ◆ Teaching in English different kinds of Information Technology courses such as but not limited to Information & Network Security, Web Development and Design, Object-Oriented Programming Languages, Software Engineering I & 2, Algorithms, Internet Protocols, Database Management System, VB.NET, ASP.NET, C#, and others.
- ◆ Academic supervisor.
- ◆ Supervising and helping students in developing their final projects through leading and guiding them on how to follow the whole life cycle of developing computer projects.

IT LECTURER

Emirates College of Technology, Abu Dhabi, UAE (09/2005 –09/2007).

- ◆ Teaching in English different kinds of Information Technology courses such as but not limited System Analysis and Design, Java, Web Development, Object-Oriented Programming Languages, Operational research, Introduction to Networks security, Database Management System, SQL, graphics design,
- ◆ Supervising and helping students in developing their final projects through leading and guiding them on how to follow the whole life cycle of developing computer projects.

IT INSTRUCTOR

Philadelphia University, Amman, Jordan (09/2002 – 09/ 2003).

- ◆ Teaching in English different kinds of Information Technology courses such as but not limited to System Analysis and Design, Software Engineering, Object-Oriented Programming Languages, Network security, Data Communications and Networks, MS office, Web development, Database Management System, SQL, NET Technology and others.
- ◆ Supervising and helping students in developing their final projects through leading and guiding them on how to follow the whole life cycle of developing computer projects.

SENIOR SOFTWARE DEVELOPER

Innovative Technology, Melville, NY, USA (06/1998 – 08/ 2002)

- ◆ IT solutions support analysis, design, and development for different clients focusing on financial trading and investment organizations clients such as Royce Investment group.
- ◆ Served at the highest level of all technical phases of programming requiring creative thinking and the ability to use the accumulated knowledge and experience of others.
- ◆ Management and provision of direction for the application team in support of business operations.
- ◆ Reviewed all programs before implementation to verify consistency and conformance with established departmental guidelines, policies, and practices as well as industry standards.
- ◆ Conducted thorough problem analysis regarding technical system and application programs.

TECHNICAL SKILLS

Software Development Methodology: Agile (Scrum), Waterfall Model & Rapid development.

Business Intelligence (Data Visualization & Analytics) tools: **Power BI**, QlikView & Qlik Sense, SSIS, SSRS, Excel,

Web and Online Applications Development: ASP.NET, C#, Python, VB.NET, Angular JS, Web Forms, Web Pages, ASP.NET CORE, MVC CORE, MVC, XML, HTML, HTML5, CSS, CSS 3, MVC 3, MVC 4, Rest Web API, WCF, WEB SERVICES, XSLT, AJAX, JQUERY, Bootstrap, and JavaScript.

Database: SQL Server 2005, 2008, 2012, 2016 & 2019, SQL, T-SQL, Azure Data Services, Entity Data Framework 5 and 6, ADO.NET, Access, Oracle, MS CRM, LINQ, Stored Procedures, Triggers, Events,

Content Management Systems (CMS): SharePoint 2010, 2013 & 2016 Administration and development, Power BI, InfoPath 2010, SharePoint Designer 2010 & 2013, Drupal.

Fidelity Wireframes: Miro, Pencil.

Robotic Process Automation: UIPATH.

Modelling Languages: UML, BPMN.

Web servers: MS IIS 6, 7, and 8.

Cloud Computing: Azure.

Windows Servers: Windows Server 2012, 2010.

Bitmaps and Graphics Design: Dream Weaver, Adobe Photoshop and Fireworks.

Applications Source Code Safety: Team Foundation Server, Git, GitHub, MKS Source Integrity, and Microsoft Visual Source Safe.

Reporting and MS Software: Crystal Reports, MS Office 2007, 2000, 2010, and 2013.

Issues & Software Development tracking tool: JIRA, DevOps.

Desktop Software Development: Visual FoxPro, Visual Basic, C, Advanced C++, FoxPro, and COBOL

PROFESSIONAL COURSES

Introduction to Programming Microsoft .NET Framework Applications with Visual Studio 2010

Developing Data Access Solutions with Microsoft Visual Studio 2010

Introduction to Web Development with Microsoft Visual Studio 2010

ITIL V3 Foundation (IT Service Management).

Configuring and Administering Microsoft SharePoint 2010

KEY PROJECTS

Stocks Trade Management System: completed system for an online stock trading company which tracks all sell and buy shares online including individual broker values and commission within the company; follows and records the state's registration for each broker within the USA using filtering data and printing reports.

Point of Sale System: provides real-time, up-to-the-minute inventory control with the ability to generate up-to-date pricing to protect margins; the dynamic POS system improves profitability through enhanced inventory management and the multi-level security offers advanced.

Electronic Signature Capture: a module that can be integrated into pharmacy management or point-of-sale systems allowing customers to capture patient signatures for HIPAA compliance, prescription pick-up logs, safety cap designation, program opt-ins, and credit transactions (for point-of-sale users).

Buses Automatic Fare Collections system: Automate the whole process of collecting the fares from buses passengers, charging buses cards, printing reports, and many other financial issues.

LANGUAGES**English:** Fluent**Arabic:** Native

REFERENCES

1. Steve Marino New York, USA Tel: +1(516)5321200 Steve@marinonet.com
2. Dr. Majdi Rawashdeh Amman, Jordan Tel: +962 79 091 4153 m.rawashdeh@psut.edu.jo
3. Others will be furnished upon request.