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|J O B   O B J E C T I V E|

IT Consultancy & Application Analysis

|S U M M A R Y|

Bachelor of Science in – Management of Information Systems (MIS)
Graduated June 2007 with Honors - Magna Cum laude
18 Years Work Experience
ITIL v4 Foundation Certified
Salesforce Platform Foundations Certified

hishamshoblaq.ca

|W O R K   E X P E R I E N C E|

July 2017-to-Current	Western University	London, Canada

Technology Analyst

Atlassian JIRA:

- Setup numerous projects on **JIRA Service Management** to facilitate IT support and academic counselling services. Many UWO departments such as Science Technology Services, Exam Scanning, Science Academic Counseling and Social Science Counseling rely on requests generated via these projects to conduct all their operations. This also allowed them to continue to operate completely virtually during the COVID-19 pandemic.
- Project setup included collecting requirements from clients, providing advice and insight on how to best implement processes, creating custom fields, custom workflows with approvals, custom notifications, documentation, SLAs, custom automations, post-deployment care and continuous improvement**.**
- Utilized many plugins, some of which are now built-in JIRA, such as Proforma (custom forms), JWME, Insight, Elements Connect, Elements Copy & Sync, Canned Responses and Email this Issue to facilitate client requirements.

Oracle Application Express (APEX):

- Requests statistics dashboards to provide visual representation of request categories break downs, orphaned tickets, and historical trends providing insight into ways to improve services and client satisfaction.
- Lab login and usage statistics dashboards visualizing historical login data to provide insight into which labs require more care and more frequent hardware refreshes.
- Complete portal solution to facilitate applying for, approving and tracking team leaves, vacations and sick days.
- Complete portal to manage student workers' timesheets including entry of working hours, days and pay reports.
- COVID-19 dashboard visualizing case trends and incidences imported from the MLHU (London Health Unit) case dumps. (**Showcase**)

Client Management:

- Triage and day-to-day oversight of the **IT Support Tickets**.
- Making sure tickets are always assigned and responded to in a timely fashion.
- Tickets are properly categorized for future reporting.
- Monitoring client satisfaction and feedback.
- Procurement and deployment management of new computing equipment and software.
- Supporting computers attached to scientific experimentation hardware such as bio chambers, sensors, microscopes and fluid dynamics pumps.
- Administration and Support for all video conferencing needs including the deployment of Cisco **Webex Teams and Meetings** digital boards as well as other video conferencing technologies such as **ZOOM.**

Other Technologies:

- Microsoft Deployment Tools **(MDT)** including creating lab images, integration with MS-SQL database to allow one-touch image deployments with minimal to no interaction via a combination of custom roles, automations and PXE and introducing the ability to deploy **Linux** directly from the **Windows Deployment Server (WDS).**
- Creation of images and administration of **VDIs** via **VMware Horizon.**
- Setup and Deployment of **SCCM** including mass deployment of **SCCM clients** and configuration of **Applications / Software Packages**.
- Creation and Deployment of **signage** media via **LG SuperSign** and **Screenly.**

February 2012-to-July-2017	American University of Sharjah	Sharjah, UAE

Database Developer / Application Analyst

Oracle Application Express (APEX):

- Item Inventory system including stock transactions, reporting and dynamic charts **(Showcase).**
- Projects management system with reports and tracking.
- 'Change Request' tracking system to receive, document and approve changes to various solutions and applications.

Oracle Form/Reports for Internet Native Banner **(INB / PL-SQL):**

- **Questionnaire System** for student activities mult-cultural program containing the ability to dynamically define sessions, surveys, questions and various types of answers.
- **Data Integration Extract** for the Library OCLC system **(XML).**
- Developed **Contract Renewal system** to document and manage IT service contracts including reports and email notification.
- **Testing Center system** for scheduling university entry examinations and registering applicants and students in them, including attendance reports and student status checks.
- **Training Registration system** for scheduling employee training courses and registering employees in them, including attendance reports.
- **Financial Grant Petition system** to allow students to file for petitions in regards to their financial aid percentage and status changes.
- **Online Admission Application Report** to capture all applicant data and dynamically display it in a manner identical to the original printed admission form.
- Developed various miscellaneous single forms and reports to perform a number of tasks such as recording student fees, sponsor profiles, buyer listing and dorm query.
- Usage and Administration of **Banner Workflow** including workflow modeling, parameter configuration, server administration, deployment, patching and upgrades.

Other Technologies:

- **Argos Enterprise Business Intelligence deployment and usage** including interface branding, dashboard and report design.
- **Implementation of (Zendesk) helpdesk** solution for usage with admission enquiry response, including branding, automation and triggers (https://infodesk.aus.edu).
- Deployment and administration of **Alfresco** document management solution.
- Miscellaneous research projects such as events ticketing **(Ticket Leap)** and files portal **(OwnCloud).**
- Deployment of Ellucian Recruiter **(CRM Dynamics)** to handle admissions and integrating it with Banner Student (https://apply.aus.edu).
- Supervision of periodic Interns at the MIS department.

April 2008-to-February 2012	American University of Sharjah	Sharjah, UAE

IT Specialist: (College of Arts and Sciences/School of Business)

- Providing hands-on IT Support for all faculty, staff and students **(Windows).**
- Various University Wide Projects and Experiences:
    - Managing Printing Supplies Inventory for all schools, including ordering and inventory consumption projections **(Excel+GLPI).**
    - Collecting and processing data for the course evaluation system which includes course information, faculty information and the deployment of surveys **(CoursEval).**
    - Collecting and processing data for the room reservation system which includes room capacities, class locations and timings **(RRS).**
    - Deployment of a new imaging software for labs **(Fog).**
    - Designed and created applications to serve various needs such as the management of laptops lending and class troubleshooting logs **(VB.net).**
    - Management of webhosting server for various web development courses **(Wordpress).**
    - Introduction of new framework for managing client support including workflows and policies.
    - Acquired knowledge about the usage and administration of (**WebHelpDesk)** for tickets.
    - Implementation of the Academic Computing portal as a one place stop to access various services such as documentation, project management, printing packages, labs info and forums **(HTML/DokuWiki/GLPI/PHPBB/Collabtive).**
    - Testing new Desktops, Workstations and Laptops from various vendors to select the best candidates for roll out in University Labs based on performance and durability.

IT Specialist: (College of Art, Architecture and Design)

- Providing hands-on IT Support for all faculty, staff and students **(Mac OSX)**
- Various CAAD Projects and Experiences:
    - Deployment of 100+ Windows High-End Workstations with Architecture-centric Software **(Dell Precision / Autodesk / ArcGIS)**.
    - Documentation of all CAAD software, inventory and hardware assets **(DokuWiki).**
    - Acquired knowledge about the basic usage, deployment and troubleshooting of various digital design programs such as AutoCAD, Maya and Rhino 3D.
    - Acquired knowledge about the maintenance, troubleshooting and deployment of MAC OSX systems **(DeployStudio).**
    - Management and fine tuning of licensing servers for various CAAD software **(FlexLM).**
    - Deployment of new workstations for management of CNC machines **(KUKA).**
    - Management of re-equipping all CAAD building labs with IT equipment post major building renovations.
    - Implementation of distributed computing grid to assist in student mass renderings **(Deadline / VRay)**.
    - Installation and administration of the CAAD Labs portal **(Joomla).**

|TRAININGS AND CONFERENCES|

- ITIL v4 Exam Prep (**UDEMY**)
- JIRA Advanced Service Management (**UDEMY**)
- Customization and Configuration in Microsoft Dynamics CRM 2013 **(Microsoft)**
- Ethic in Computing and IT **(CIPS)**
- Oracle WebLogic Server 11g Administration Essentials **(Oracle University)**
- Oracle Database 11g Administration Workshop Ed2 **(Oracle University)**
- Oracle Database 12c Develop PLSQL Program Units **(Oracle University)**
- Oracle SQL Fundamentals **(1Z0-051)**
- JIRA Service Desk Administrator Preparation Course **(ACP-400)**
- PMP Certification 5-Day Preparation Course **(CMCS)**
- UNIX Essentials **(SA 100 – S10)**
- Emotional Intelligence **(SpearHead)**
- Planning and Organizing Skills **(SpearHead)**
- Java for Programmers **(SitesPower)**
- Ellucian Banner XE Modification Workshop, Groovy and Grails **(Fast Lane)**
- Ellucian Banner Travel and Expense Module Training **(On-Site)**
- Ellucian Middleast Conference **(2013, 2014, 2015, 2016)**
- Gulf Educational Supplies and Solutions **(GESS)**

|COMPUTER SKILLS|

Competent general knowledge and application of:
- Salesforce CRM/Service, JIRA Service Management, Confluence, Ellucian Recruiter, Oracle Application Express (APEX),   Computer Hardware Assembly, Networks, SQL, PL/SQL, ER Assistant, Visible Analyst,   Rational XDE, VB.NET, ASP.NET, Microsoft Office, Microsoft FrontPage, Microsoft Visio, Microsoft CRM Dynamics, Linux/UNIX Debian based systems, MacOSX, PHP content management packages, Oracle Forms/Reports, Oracle Database, Banner Workflow, Banner Online Admission, Android Application Development, Banner Travel and Expense, Banner XE, Groovy and Grails, XML, GIT repository management, Zendesk.