

Hamza Hoshyar Maroof

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EDUCATION

2014-2016	University of Kurdistan – Hawler <ul style="list-style-type: none">• Master’s in computer Engineer (Top Ten student)	Erbil, Iraq
2006-2011	University of Kurdistan – Hawler <ul style="list-style-type: none">• Bachelor of Science, Information and Technology• Also studied two semesters of each of Business Administration & Management, Politics & International Relations and Sociology. <p>In detail:</p> <p>I’ve studied two courses in Business and Management.</p> <p>I’ve studied two courses in Sociology and Ethnography.</p> <p>I’ve studied two courses in Politics and International Relations.</p> <ul style="list-style-type: none">• Second Honors Degree: Top 10 Student.	Erbil, Iraq
2006-2008	University of Kurdistan – Hawler (UKH) <p>Certificate of Attendance Academic English language foundation course</p> <ul style="list-style-type: none">• Selected Coursework: writing, listening, reading, speaking program, and English composition.	Erbil, Iraq
2000-2006	Private Ishik College <ul style="list-style-type: none">• Certificate of Accomplishment, English Writing Program and Language Institute• Selected Coursework: English Grammar, English Composition	Erbil, Iraq
7/2003-9/2003	French Institute for Languages <ul style="list-style-type: none">• Certificate of Accomplishment, Advance Level Course.• Coursework: English Grammar, English Composition, English Pronunciation.	Erbil, Iraq

PROFESSIONAL EXPERIENCE

10/2024-NOW

More Company
Technical Advisor

Erbil, Iraq

- **Application Development & Support:** Control in designing and developing specific applications for employee and customer use, and providing technical assistance to employees in their programming and other technical responsibilities.
- **Technical Leadership & Strategy:** Creating, coordinating, and implementing technical activities, conducting program reviews, and developing and leading strategic technology initiatives.
- **Stakeholder Collaboration & Communication:** Acting as a liaison between technical representatives, employees, vendors, and company leadership, and creating presentations to report project progress and provide client updates.
- **Technology Advisory & Implementation:** Advising on the selection and implementation of appropriate technologies, hardware, and software, and providing training to employees on their effective use.
- **Project Management & Execution:** Creating project roadmaps, delegating tasks, troubleshooting equipment and technological problems, and implementing effective solutions.
- **Resource Management & Research:** Overseeing supply and inventory management related to projects, and conducting research on management, operational, and budgeting best practices.

3/2022-5/2024

Analog Company
IT Manager

Erbil, Iraq

- Built and managed high-performing teams, with a focus on team development and career growth.
- Developed and maintained strong relationships with key stakeholders, including executive leadership, vendors, and external partners.
- Led the development and implementation of company-wide IT policies and procedures, ensuring compliance with industry standards and best practices.
- Managed the delivery of multiple IT projects, including the deployment of a new customer relationship management system and the upgrade of the company's network infrastructure.
- Developed and maintained project plans, budgets, and schedules, and ensured that projects were completed on time and within budget.
- Collaborated with cross-functional teams and stakeholders to identify project requirements and ensure that they were met.
- Developed and delivered presentations and reports as infographic to executive leadership on project progress and results.
- Managing IT related licensing including Microsoft, Creative Cloud, Bitdefender, Kaspersky and Envato accounts.
- Managing and maintain all the Cloud based hosting for all the clients.
- Managing all the mail servers from Google Workspace, Microsoft 365 and Zoho platforms
- Develop a Standard Operation Procedure for Backup, File management, File naming convention and data protection. Responsible for maintenance and backup of internal development servers
- Support of legacy desktops, laptops and servers
- Evaluate new hardware and software to meet company requirements
- Maintain inventory of internal licenses and track compliance
- Design and generate reports as per service and client

- Establish procedures to ensure the readiness, quality, and accuracy of websites and online platforms, providing guidance and training to staff
- Assist other staff in special events and activities as required
- Monitor or optimize the performance, security, backup, and recovery of the database
- Develop policies and procedures concerning the database: data entry and sharing information with others
- Establish procedures to ensure the readiness, quality, and accuracy of websites, providing guidance and training to staff
- Use available technology to promote the web site and gather statistical information for analysis
- Plan, develop, and manage all IT services, programs, and support throughout the enterprise
- Oversee the implementation, deployment and operation of information systems and technology solutions for business needs
- Oversee website functionality and development
- Research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity
- Liaise with vendors and service providers to ensure efficient and cost-effective acquisition of technology purchases; oversee warranties and service agreements
- Conduct capacity planning for network bandwidth, storage requirements, messaging, websites, and other applications
- Create status reports as required, present findings to senior management
- Plan end-user training as required

11/2017-3/2022

UNOCHA

Erbil, Iraq

Information Management Officer (NOB)

- Strengthen the information management capacity of OCHA, ensuring that systems and processes are fit-for-purpose, and to deliver high-quality OCHA information products according to the objectives of the country workplan.
- Produce high quality IMU products including website related tasks for all products, Snapshots, dashboards, and guideline and standards
- Ensure all information products reflect an enhanced response approach, integrating and promoting vulnerable groups, including gender and age
- Implement and maintain OCHA corporate tools to improve efficiency and effectiveness of reporting and communication processes, including “Digital Reports” (Contentful), MailChimp, HR.Info, Google Analytics.
- Support OCHA sub-offices and governorate coordination mechanisms with information management training and support
- Support the Iraq Humanitarian Fund
- Success Criteria
- Created four information products that are of high-quality, accurate and consistent, planning at the first month and finalizing by the end of the month.
- Visited 2 sub offices per annual to provided support and raining of personnel by the end of the year.
- By the end of November, ensured 3 web contents for the core products and 12 other related products had been effectively uploaded and managed. In addition, the hr.info Iraq page has been organized to be more appealing and increased the engagement to the page in order to upsurge the traffic by 100% .
- Quality control checks carried out for 1 to 15 types of docs before content had been uploaded to HR.info every day.
- Cleaned and prepared data to be used for 3 products throughout the year by end of cycle to be uploaded to HDX platform.

- Provided digital report for HR.info website to track the status of Iraq page by end of each quarter.
- By the end of august, maintained MailChimp, google Group, humanitarian connect and publishing all the materials that are approved to be posted in HR.info page without delay.
- Developed 5 customized maps and 7 visualizations for sub-national emergencies when needed and added customized web page for Iraq Atlas this year.
- Prepared IM briefing package for new OCHA staff about the core functions and activities of the Unit by June 2021.
- Managing procurement operations for office IM supplies and services, in a transparent and cost-effective manner; and maintaining up-to-date inventory and records.
- Lead and deliver the information management activities for the Humanitarian Programme Cycle (HPC), including the coordination of inter-cluster information management processes and the development of core products, namely the Humanitarian Needs Overview (HNO), Humanitarian Response Plan (HRP), and the response planning and monitoring platform.
- Strengthen the humanitarian programme cycle to produce a higher quality 2022 HNO to inform decision making on strategic priority needs and response
- Strengthen the humanitarian programme cycle to produce a higher quality 2022 HRP to strategically guide response decisions and accountability
- Strengthen monitoring and reporting on the needs, response and gaps of the 2021 HRP through the monthly dashboard and other mechanisms

Success Criteria

- Clusters received 3 types of guidance in the identification and selection of reporting indicators, including the promotion of indicators for age, gender and disability.
- Compiled clusters data into one unified master data set for HPC products every year.
- developed a systematic method to collect narrative and necessary information for HPC documents including HNO, HRP and PMR annually.
- created 3 new templates for the translation for HNO, HRP executive summaries and incorporating new font style for two different products yearly.
- Created a new method to collect photos from clusters as high quality without compression (lossy) for HPC products by the end of Q3.
- Contributed to support to create a database within the IMU to manage data by end of the year.
- Analyzed and detected webpage insight and data gaps to share with IMWG and ICCJ as an infographic by end of each quarter.
- Provided 3 best tools and services for Iraq humanitarian response including contact directory, file directory and other coordination tools by end of the year.
- Data had been accurately analyzed and interpreted to generate 20 type of visualizations to support the product narrative including Humanitarian dashboard, HNO, HRP, PMR, IHF products
- Strengthen system for document collaboration and implement a collaboration solution for the review of PDF drafts
- Support clusters in non-standard reporting processes
- Foster and strengthen the information management network, as well as strengthen the capacity of humanitarian partners, processes and systems, to achieve the outcomes of the IMWG workplan and activities emerging needs from the HPC.
- Lead the Information Management Working Group and coordinate the activities of the workplan
- Provide training, capacity building, guidance and stopgap technical support to Clusters and humanitarian IM partners

Success Criteria

- Supported follow up on IMWG action points twice every month.
- maintained a shared directory of active members and ensured google group lists are up-to-date twice a month.
- Provided HR.info platform training twice per year to Erbil, Duhok and Sulaymaniyah by the end of this year.
- Provided ad-hoc training on IM tools onsite or remote including HR.info, Kobotool and visualization (excel, Illustrator, InDesign) to Clusters in Erbil, Duhok and Sulaymaniyah by the end of 2022.
- Participated in IMWG and GIS taskforce to be able to identify what clusters needed and fill in the gaps. In addition, to get more insight by the end of the month.
- Participating in inter-agency meetings to ensure UNOCHA interests are reflected in cluster activities related to Common coordination services.
- developed and created 2 technical documents or 3 videos (How to) to support clusters and partners with certain tasks by the end of year.
- Provided support for clusters who needed support in certain task related to Hr.info, data analysis, design and visualization every month.
- Provided capacity building for clusters to use HR.info and all necessary information to reach partners easily annually.
- Provided 90% support clusters with HR.info technical needs and provided 11 printing support for the clusters and (NNGO, INGO) every day.
- Prepare Surveys and forms for clusters for data entry in the field without access to internet in remote areas

06/2016-11/2017

UNWFP

Erbil, Iraq

IT Operations Associate G6

- Beneficiary data management, including setting up beneficiary data and providing analysis based of Geographical information system.
- Compiling, analyzing, and reporting of various data and provide adequate mapping and analytical reporting.
- Mapping and Managing methodology for Iraq operation, serving 1.5 million IDPs.
- Taking a lead role in design, development management and improvement of data management system including SQL database and spreadsheets. In addition, data collection, cleaning and verification.
- Coordinating with CPs (Cooperating Partners) in whole Iraq
- Preparing the beneficiaries database in SQL 2016 and providing data cleansing, analysis, then uploading to the SCOPE system
- Development and Maintenance of database Server for WFP Scope Office.
- Create templates for In-Kind for IDP for all the Iraq governorates, including newly registered beneficiary distribution list and complaint template
- Set up complaint mechanisms and integrate beneficiary list update mechanism.
- Conduct trainings on Cash & In-Kind for cooperating partners and WFP Sub offices about Mobile Registration in Camps only
- Extracting reports related to SCOPE rollouts, review, and cleansing, ensuring the accuracy of beneficiaries' data for further upload to SCOPE.
- Supporting Operational Management in managing the operational aspects of programme/project inputs, including IDP PDS numbers and cash bashed transfer with (ASIA HAWALA) and project-related events to facilitate programme/ project delivery.

- Deploying WFP standard SCOPE hardware and software, such as offline workstations, Point of Sales, webcams, thermal printers and fingerprint readers, as well as applications and programs, utilities and auxiliary software.
- Performing analysis, diagnosis, and resolution of IT problems for end-users (Retailers, Registrars, Cos, CPs etc.), implementing corrective solutions as required.
- Preparing and monitoring the cash-based budget, ensuring financial transactions are in accordance with WFP financial rules.
- Drafting lessons learnt, technical documentation and handover documentation for regular operations, communication with the CP
- Creating a Standard Operations Procedures (SOP) for In-kind for the IDP for the whole Iraq governorates
- Conducting MACRO/MICRO IT assessment.
- Providing visual reports including charts, infographic and mapping all the district and sub-district for better visualization and able to share online with different departments.
- Assisting the organization's HR function by keeping personnel records up to date, arranging interviews, Tests and so on.

06/2014 - 06/2016

Chariot Company
IT Manager

Erbil, Iraq

- Description of your duties and related accomplishments:
- Designing and developing websites
- Administering databases (MYSQL & MS SQL)
- Google Business Apps installation and lunching for domain name
- Track and monitoring the cash budget, ensuring financial transactions are processed each month with Airlines, small businesses, and Oil Companies. Update and improve procedures to ease up internal controls annually.
- support of finance and human resource management within the company
- Managing procurement operations for office, supplies and services and maintaining up-to-date inventory and records with clients.
- Ensuring efficient management of financial resources through establishing monthly reporting structures, proposing alternative solution when deviation occurs.
- Overseeing the management of the company's assets and warehouses.
- Microsoft 365 installation and lunching for domain name
- Mail subscription development • Mail newsletter marketing
- Pinpointing businesses and local companies on the google map
- Creating Photosphere in google view
- Social media marketing including Facebook, Twitter, Instagram, Google+
- Designing Stationary, brochure, flyer, billboard, business cards with Photoshop CC
- Designing Vector images including logos with Adobe Illustrator CS6
- Managing Domain and hosting servers for clients
- Designing Website using WordPress and Joomla

04/2012 - 06/2014

Hawler Company
IT Support

Erbil, Iraq

- Creative Design and Web Development.
- Managing procurement operations for office, supplies and services and maintaining up-to-date inventory for printed materials and records with clients.
- Web Applications using open source and creating database for corporates.
- Network Solution for Corporates and Hotels.
- Social Media Advertising and managing (Google, YouTube, Facebook)
- Adding Geographical maps for the customer
- Search Engine Optimization (Google and Bing)
- Creating expense and profit template using excel sheet to automate daily transactions
- dealing with correspondence, complaints, and queries
- preparing letters, presentations, and reports
- supervising and monitoring the work of administrative staff

4/2010 - 4/2012

HQWAVE.com
IT Support & Designer

Erbil, Iraq

- Oversee and support all administrative duties in the office and ensure that office is operating smoothly
- Manage office supplies inventory and place orders as necessary
- Receive and sort incoming mail and deliveries, and manage outgoing mail
- Develop office policies and procedures, and ensure they are implemented appropriately for IT and administrative related issues.
- Assist with office layout planning and office moves, and with managing and maintaining IT infrastructure
- Manage office budget based on annual requirement
- Identify opportunities for process and office management improvements, and design and implement new systems
- Provide other administrative support as necessary, including scheduling group meetings, maintaining calendars, doing research, and creating reports
- Knowledge in telecommunication protocols (Ethernet, TCP/IP, UDP, HTTP, POP3 & etc.)
- Creating FTP and handling permission for each station and bridging.
- Configure Cisco routers and ADSL including Huawei MT800, ZTE, and MT880.
- Knowledge in Application protocols (FTP, HTTP, Telnet, etc.)
- Installing and preparing windows servers
- Create logos, business cards, brochures and posters.
- Create websites. Using Html, Php5 and CSS used in the website. Using MySQL for the database.
- Create Content Management System (CMS) custom made.
- IT solutions. Installing network for a small office providing hotspots with DD-WRT and configuring Huawei and Cisco ADSL and Routers including Huawei HG830 and Linksys.
- Data Recovery and setting up system software for PCs and laptops and maintaining the hardware and troubleshooting.
- Providing, Hosting Windows Based Reseller, and Domain name including (.com, .net, .biz, .info, .co, and .iq).

4/2011-5/2011	Ishik University - Server installation windows server 2008 (<i>voluntary</i>) <i>Network Administrator Assistant</i>	Erbil, Iraq
	<ul style="list-style-type: none"> • Knowledge in telecommunication protocols (Ethernet, TCP/IP, UDP, HTTP, POP3 & etc.) • Creating FTP and handling permission for each station and bridging. • Configure Cisco routers and ADSL including Huawei MT800, ZTE, and MT880. • Knowledge in Application protocols (FTP, HTTP, Telnet, etc.). 	
6/2010-7/2010	YES Academy of Kurdistan (<i>associated with americanvoices.org</i>) <i>English Translator</i>	Erbil, Iraq
	<ul style="list-style-type: none"> • Translated dialogue and music terms from Kurdish to English for 50 young musicians. 	
10/2011-03/2012	UKH- University of Leicester International English Language Centre (<i>Part-time</i>) <i>Graphic designer/ Lab Supervisor</i>	Erbil, Iraq
	<ul style="list-style-type: none"> • Designing for advertising campaign including: brochure, business card, poster and pamphlet. • Supervising student during laboratory with interactive English applications and guidance. 	

LEADERSHIP AND ACTIVITIES

4/2009-9/2010	Y-Peer (UNFPA) Youth Leadership and Empowerment Workshop (<i>UKH</i>)	Erbil, Iraq
6/2004-9/2005	Bsat Computer Club (<i>voluntarily</i>) <i>Team Leader</i> Teaching students' English language: Grammar, Punctuation and Pronunciation. Teaching variety of people how to use computer and internet (IT Literacy).	Erbil, Iraq
4/2011-4/2011	2nd International Visible Conference on Education Management <i>Participant</i>	Erbil, Iraq
7/2011-8/2011	First Erbil Marathon (<i>voluntarily with Certificate of Appreciation</i>) <i>Graphic Designer</i> Designing outdoor poster and flyers	Erbil, Iraq
6/2011-7/2011	American Voices Association (<i>voluntarily with Certificate of Appreciation</i>) <i>Leader and Translator</i>	Erbil, Iraq
3/2013-6/2013	Aga Organization (<i>voluntarily with Certificate of Appreciation</i>) <i>Graphic Designer</i> Designing Stationary for the organization including Logo design, business card design, envelope Design, A4 design and A4 cover Design.	Erbil, Iraq

SKILLS

Languages: Native Kurdish; Fluent English; Fluent Turkish, and Intermediate Arabic.

Software: Adobe Photoshop, Adobe InDesign, Adobe Illustrator, MS Office 365 including: (MS Word, MS Excel, MS PowerPoint, MS Publisher, MS Outlook), Corel Video Studio Pro, Filmora, ArcGIS and PowerBi

Web Platforms: WordPress, Joomla, Trello, KoboTools, Google Groups, Mailchimp, Microsoft Admin

TRAINING/CERTIFICATES

- Certificate Of Completion_Corporate Financial Statement Analysis
- Certificate Of Completion_Creating Illustrator Infographics
- Certificate Of Completion_Creating Infographics with Illustrator 2017
- Certificate Of Completion_Email Marketing Strategy and Optimization
- Certificate Of Completion_Excel 2016 Advanced Formulas and Functions
- Certificate Of Completion_Excel 2016 Charts in Depth
- Certificate Of Completion_Getting Your Website Online
- Certificate Of Completion_Illustrator 2021 Essential Training
- Certificate Of Completion_Illustrator 2022 Essential Training
- Certificate Of Completion_InDesign 2021 Essential Training
- Certificate Of Completion_Installing and Running WordPress Shared Hosting
- Certificate Of Completion_Learning ArcGIS
- Certificate Of Completion_Learning Mailchimp
- Certificate Of Completion_Learning Microsoft Power BI Desktop 2018
- Certificate Of Completion_Power BI for Marketers
- Certificate Of Completion_RealWorld GIS
- Candidate Information Sheet IM Coordinator – Syria Response
- Certificate Of Completion_ArcGIS Pro Essential Training

Competencies

- Strong analytical and problem-solving
- Systematic and highly detailed oriented
 - Communication skills and customer services.
 - Ability to carry out surveys and analytical reports.
 - Ability to teach and explain in details.
 - Working alone and in group/team.
 - Research skills.
 - Excellent note taker and observer.
 - Punctual and detailed.
 - Serious in carrying out tasks and duties.
 - Ability to set up meetings and coordinate between different clients.
 - Ability to cope and adapt with different work places.
 - Excellent academic English skills.

*References are available upon request.