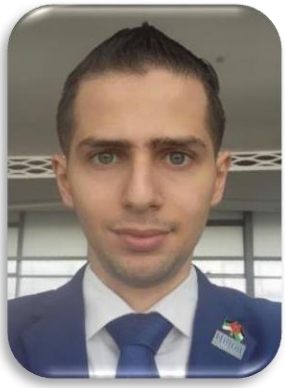
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Jordan-Amman

SUMMARY

Dedicated IT professional with growing experience in the hospitality industry, specializing in technical support, network troubleshooting, and IT operations. Proven ability to maintain critical systems such as Wi-Fi, CCTV, IP telephony, and switches in a high-demand hotel environment. Currently advancing expertise through a Computer Science degree and CCNA certification.

WORK EXPERIENCE

Hilton Amman Hotel – IT Supervisor

July 2025 – Present

Key Projects:

- Network Migration (Ruckus → Cisco Meraki): Participated in hotel-wide Wi-Fi migration, installing Meraki switches, core switches, and access points, coordinating configuration uploads with engineers.
- Hotel Expansion (23 new rooms): Supervised IT infrastructure for new wing, including Avaya PBX installation and integration with legacy systems, fiber & Cat6 cabling, CCTV, IP phones, and Wi-Fi.
- Vingcard Door Lock System: Replaced mechanical locks with Vingcard electronic key card system, integrated with PMS, tested encoders, and trained staff.

- ❖ Daily Responsibilities:
- ❖ Provide technical support to guests and staff (Wi-Fi, phones, CCTV)
- ❖ Manage switch configuration and network troubleshooting
- ❖ Maintain server systems for reliability and performance
- ❖ Operate autonomous service robots (indoor mapping, route updates, team training)

Hilton Amman Hotel – IT Officer

2023 – June 2025

Key Projects:

- ❖ Server Room Reorganization: Led server room reorganization project, including rack rearrangement, cable management and labeling, and optimizing cooling airflow for better equipment stability.
- ❖ CCTV & NVR Installation: Extended data cables, installed IP cameras & NVRs (Lilin, Dahua, UNV, Vantage, etc.), programmed recording settings.
- ❖ Switch Replacement & VLANs: Replaced all hotel switches, reconfigured VLANs, reorganized and labeled patch panels.
- ❖ Siddharta Lounge Setup: Full IT infrastructure for two restaurants, including audio systems, fiber & Cat6 cabling, data cabinets, port mapping, Wi-Fi, CCTV, and IP phones.
- ❖ Daily Responsibilities:
- ❖ Frontline technical support for guests and staff
- ❖ Routine network and hardware troubleshooting
- ❖ Configured network switches and access points

Hilton Amman Hotel – Pre-Opening Team Member & Trainee

2022 – 2023

- ❖ Played a key role in preparing Hilton Amman for its official opening
- ❖ Worked closely with department heads to integrate technology solutions

- Participated in system installations, data cabling, device provisioning, and user training
- Gained cross-training experience across all hotel multi-system platforms

EDUCATION

- Bachelor's Degree in Computer Science (In Progress, Expected 2027) – University of the People (Online) | Second Year
- High School Diploma – Average: 80%

- CERTIFICATIONS
- Cisco Certified Network Associate (CCNA) – In Progress (Expected 2026)
- Microsoft Certified Solutions Associate (MCSA)

SKILLS

Networks & Infrastructure

Technical Support & Network Troubleshooting

Switch & VLAN Configuration

Fiber Optic & Cat6 Cabling

Data Cabinets & Port Mapping

Server System Maintenance

CCTV & Security

Cameras: Lilin, Cup Security, Dahua, UNV, Highvision, Vantage

NVRs: Vantage, Lilin, Cup Security

Vingcard Electronic Door Lock System

Audio & Display Systems

Audio Systems: Mixers, Microphones, Speakers, Receivers, Amplifiers

Samsung LYNK REACH (Hospitality TV management)

Interactive Screens & Whiteboards

Hotel & Business Systems

Micros Symphony (POS & Hotel Management)

Sky Bayan (HR), Sky Jana (Purchasing), Sky QMS (Work Orders)

Intrel Lighting Controllers (Room automation)

Other

Autonomous Robot Operation & Indoor Navigation Setup

Customer Service

Microsoft Office Suite (Word, Excel, Outlook, Access, PowerPoint)

LANGUAGES

Arabic – Native

English – Professional Proficiency