

Eng. Nesreen Al-Malkawi

German Jordanian University,
A102Maadaba Al-Gharbi St.
Amman 11180, Jordan

Phone: +962 789550083
Nesreen.Malkawi@gnu.edu.jo
Nesreen.Almalkawi@gmail.com

SUMMARY

Experienced in library & digital libraries with a demonstrated history of working in the education management industry & ICT Infrastructure. Skilled in ILS Software, Databases, Open-source library systems, Windows Server, Online services, and Management. Curious and dedicated IT Professional with fourteen years of experience in IT Systems Engineering, IT Certified Trainer in addition to academic research experience in the field of High-performance computing in the Cloud and benchmarking using Open-Source implementations, through these fourteen years I got professional experience in the latest IT technologies and standards. I hold MCT Certificate (Microsoft Certified Trainer) in the field of IT Professional since 2013.

EDUCATION

Oct. 2015 – July 2017

Master's Degree of Science in Engineering Computer Science/ Artificial Intelligence

Warsaw University of Technology | Warsaw, Poland | <http://www.pw.edu.pl>

Average 4.97/5 (Excellent with Honor) (1st Rank)

Thesis: High Performance Computing in the Cloud.

Neural Networks, Data Mining, Cloud Computing, Cryptography and Data Security, Network Operating Systems, Data Compression, High Performance Computing, Knowledge Representation and Reasoning, Image and Speech Recognition, Programming in Logic and Symbolic Programming, Software Testing, Advanced Algorithms, Calculus Advances, Nonlinear systems and Graphic Applications, Elements of Modern Physics.

Sep. 2004 to Jan. 2009

Bachelor's degree in Telecommunication & Software Engineering

Al-Balqa' Applied University | Irbid, Jordan | <http://www.bau.edu.jo>

Project: Line Follower Robot using Microcontroller

Systems Analysis and Design, Data Structure, Software Engineering, C++, Calculus 1, Calculus 2, Differential equations methods, Linear Algebra, Numerical methods, Probability & Random Processes, Measurements and Electrical Devices, Computer Networks and Protocols, Operating Systems, Computer Architecture, Microprocessor, Digital Design, Signal and System Analysis, DSP (Digital Signal Processing), Analogue Communications, Digital Communications, Mobile Communications, Transmission System in Communications, Communications Circuits, Electronics 1, Electronics 2, Digital Electronics, Electromagnetic, Circuits 1, Circuits 2, Drawing by AUTOCAD.

WORKEXPERIENCE

April 2019- Present **Head of Electronic Databases Division | Library Systems Engineer | Digital Library**
German Jordanian University (GJU) | Amman, Jordan | <http://www.gju.edu.jo>

- o Manage, Administrator and Troubleshoot Electronic Databases.
- o Powered, Configuration, Administrator D-Space System (My Virtual Library).
- o Administrator Library Management System (Horizon Library).
- o Digital Librarian.
- o Trainer on digital library, library of congress and Dewey classification.
- o Administrator, Configuration and Troubleshoot EZproxy Server.
- o Library Web Page Editor.
- o Book Scanning Service.
- o Help and Support users for Electronic Databases.
- o Liaison officer between GJU Library and the Center of Excellence for Jordanian Public University Library System (COE-JOPULS).
- o Trainer on how to use E- resources, how to search, and how to write citation & referencing.
- o Administrator, support, trainer on using Turnitin plagiarism.
- o Supervision on GJU digital library lab (28 PCs).
- o Configuration, Administrator and Troubleshoot booking system for the library halls.
- o Present specialized courses on various topic.
- o Present workshops on using GJU library services, citation and referencing.
- o Preparing statical usage reports.
- o ICT Infrastructure Management.
- o Strategic planning of the division.
- o Prepare the online forms.
- o Supervision on speaker system and voice system in the library.
- o Member of Several GJU Library committees.

July 2009 – April 2015 **Senior Systems Engineer**
German Jordanian University (GJU) | Amman, Jordan | <http://www.gju.edu.jo>

- o Manage, Administer and Troubleshoot Domain Controllers.
- o Administer and Troubleshoot ISA Server 2004 and 2006.
- o Internal & External DNS Servers, WSUS, WDS, and File Servers Array via DFS.
- o Administer and Troubleshoot Microsoft System Center Virtual Machine Manager and Microsoft Server Virtualization using Windows Server 2008 R2 Hyper-V Technology.
- o Work with HP Blade System, iLO Management, HP Tape Library, HP Storage Works.
- o SAN Switches.
- o Windows Live@edu and Outlook Live@edu Projects Implementation.
- o EZProxy Server system configuration.
- o Plan, Design the Network infrastructure for the architecture collage building.
- o Administrator and Troubleshoot Exchange Server 2003 (Mail System).
- o Plan, Design GJU Servers Infrastructure.

Teaching Assistant

German Jordanian University (GJU) | Amman, Jordan | <http://www.gju.edu.jo>

“Computing fundamentals” for Bachelor Students.

Administrator of the University Library System (Horizon)

- Administration of the GJU library software/system.
- Liaison officer between GJU Library and the Center of Excellence for Jordanian Public University Library System (COE-JOPULS).
- Plan, Specify the library security System “RFID” Integrated System.

Member of GJU Alumni Committee

- Create Database for the GJU Alumni Students, Create Email System for the alumni Network students and members.

University Degree Training

Jordan Telecommunication Company (Orange) | Amman, Jordan | <http://www.orange.jo>

PERSONAL SKILLS

Mother tongue(s) Arabic

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
GJU English Language Certificate					
German	A1	A1	A1	A1	A1
Polish	A1	A1	A1	A1	A1

Communication skills Very Good communication skills gained through my experience as IT Professional.
Very Good communication skills gained through my experience as IT Trainer.
Very Good communication skills gained through my experience as teaching assistant.
Very Good communication skills gained through my experience as teaching workshops.

PROFESSIONAL CERTIFICATES

- Microsoft Certified Trainer **MCT** 2013 to date
- Microsoft Certified Solutions Associate **MCSA** 2008
- Microsoft Certified Professional **MCP**
- Microsoft Certified IT Professional **MCITP**
- Microsoft Certified IT Professional **MCITP** Server Administrator on Windows Server 2008
- Microsoft Certified Technology Specialist **MCTS**
- Microsoft Certified Technology Specialist **MCTS**, Windows Server 2008 Active Directory Configuration
- Microsoft Certified Technology Specialist **MCTS**, Windows Server 2008 Network Infrastructure Configuration
- Microsoft Certified Technology Specialist **MCTS**, Windows Server 2008 Application Platform Infrastructure
- Microsoft Certified Technology Specialist **MCTS**, Windows Server 2008 R2 Server Virtualization
- Microsoft Certified Technology Specialist **MCTS**, Windows 7 Configuration
- Microsoft Certified Technology Specialist **MCTS**, Lync Server 2010 Configuration
- Microsoft Certified Technology Specialist **MCTS**, Exchange Server 2007 Configuration

Job-related skills

Very Good command of servers administering, maintaining.
Very Good command of storage administering,
Maintaining. Very Good command of IT
Professional, training, and consulting.

Additional skills

Computer Maintenance and Troubleshooting.
Microsoft® Office™ Suits, Project, and Visio.
Symantec Mail Security, Bright mail Antispam.
Symantec Corporation Products, Endpoint Protection.
Symantec Backup Exec 2010 for Windows Servers.
Microsoft System Center Capacity Planner.
Apache Web Services and E-learning Moodle Internet Information Services 7.5.
Fedora Linux Administration.
Ubuntu Linux Desktop and Server
Office 365.
Open-source systems.
Online forms
Protect electronic files and documents.
MATLAB
Turnitin Plagiarism

Conferences, Seminars

Symantec, Dell, HP, Fujitsu, Intel and Microsoft Seminars and conferences attendee.
Library and Archives Conference in the Kingdom.
The changing role of public libraries, present challenges, and future visions.

Additional Information

Projects

- GJU Digital Library Repository.
- RFID System for Library.
- Microsoft Server Migration "Exchange and AD".
- Planning and Designing Computer Network in GJU.
- Microsoft Live@edu Project.
- Line following machine.
- DSpace System (GJU Digital Library).
- E-resources off-campus.
- Email notification for borrowers (Automated the Library System with GJU email system).
- Daret Othman Bdair (SABE) network infrastructure design and implementation.

Memberships

- Jordan Engineers Association (JEA) Since April 2009 till now.
- GJU Alumni Committee Since Feb 2011 till 2015.
- Liaison Officer between GJU and Yarmouk university for Horizon Library system Since 2009.