

PERSONAL INFORMATION



Rajaa Abuwandi

📍 Madaba, Jordan
☎ +962 6 429 4058 📠 +962 772637150
✉ Raja.Abuwandi@gju.edu.jo, Rajaaenad@yahoo.com

PROFESSION INTRODUCTION

A curious and dedicated IT Administrator with seven years of experience in IT Systems Engineering and IT training. Throughout my career, I have developed strong expertise in modern IT technologies, enterprise systems, and standards. My professional background has strengthened my analytical thinking, problem-solving skills, and interest in advanced research, motivating me to pursue a PhD to contribute academically and scientifically to the field of information technology.

WORK EXPERIENCE

Sep. 2023 to date

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

- Managed user accounts, email services, and access control using **Active Directory, Exchange Online (Microsoft 365), and Exchange Server (On-Premises)**.
- Administered and maintained **hybrid email environments**, including mailbox provisioning, license management, security policies, and troubleshooting.
- Designed, managed, and validated **testing and staging environments** to evaluate system updates, configurations, and new technologies before production deployment.
- Managed enterprise **third-party software platforms**, including **Adobe Creative Cloud** and **Autodesk**, covering license assignment, user management, and compliance.

- Provided advanced **technical support** and root-cause analysis for system, network, and application-level issues.

May. 2024 to June.2025

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

- Delivered training programs for university staff on **IT infrastructure, Microsoft 365, and enterprise collaboration tools**.
- Designed and delivered hands-on workshops covering system usage, security awareness, and best practices.
- Supported staff in adopting modern IT solutions to improve operational efficiency and digital transformation.

Dec. 2025 to June.2026

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

- Worked as a trainer for external participants as part of the **GIZ project**, delivering professional training in **IT Administration for Engineering Systems**.
- Conducted practical and theoretical sessions on system administration concepts, infrastructure management, and best practices.
- Contributed to capacity building by transferring technical knowledge to professionals outside the university environment.

Sep. 2022 to Sep. 2023

IT Trainer – High School Training Center
Alatheer Academy

- Delivered **introductory IT training** for high school students, covering basic IT concepts and digital literacy.

Aug. 2016 to Jun. 2021

Software Support Engineer
OFFTEC Holding Group | Amman, Jordan | <https://www.offtec.com/>

- Worked as a Support Engineer on **electronic ID card systems**, supporting secure and mission-critical applications.
- Managed and maintained the **staging environment**, ensuring system readiness prior to production deployment.
- Performed system testing, validation, and troubleshooting to ensure reliability and data integrity.
- Collaborated with technical teams to analyze issues and support system improvements.

Sep. 2016 to Nov. 2016

IT Trainer – High School Training Center
Jordan Academy

- Delivered **introductory IT training** for high school students, covering basic IT concepts and digital literacy.

EDUCATION AND TRAINING

Sep. 2013 to Sep. 2015

Master of Science (MSc) in Software Engineering

Hashemite University | 2015

Grade: **Excellent**

Research Project: "A Visualization Approach of Classes and Their Relationships"

Sep. 2009 to Sep. 2013

Bachelor of Science (BSc) in Software Engineering

Al-Hussein Bin Talal University | 2013

Grade: **Good**

PERSONAL SKILLS

Mother tongue(s) Arabic

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
	V. Good	V. Good	V. Good	V. Good	V. Good
English	NELT (National English Language Test).				

Communication skills

- Excellent communication skills gained through my experience as IT System Admin.
- Excellent communication skills gained through my experience as IT Trainer.

Organisational / managerial skills

- Coordinated IT operations, system administration, and software deployment.

- Organized and delivered IT training for university staff, external professionals, and high school students.
- Managed testing and staging environments to ensure smooth implementation of systems.

Job-related skills

- **Documentation & Reporting:** Creating detailed records of IT systems, lab capabilities, server setups, and training materials.
- **Data Analysis & Visualization:** Organizing data, generating charts, and interpreting results to support decision-making.

ADDITIONAL INFORMATION

Publications

- DISSERO Mobile Application for AUTISTIC Children's (Hani, H., & **Abu-Wandi, R.** (2015, November). DISSERO Mobile Application for AUTISTIC Children's. In *Proceedings of the International Conference on Intelligent Information Processing, Security and Advanced Communication* (p. 90). ACM.)

<http://dl.acm.org/citation.cfm?id=2816933&CFID=573090628&CFTOKEN=87668962>

- Automatic Reverse Engineering of Classes' Relationships (Hammad, M., **Abu-Wandi, R.**, & Aydeh, H. (2016). Automatic Reverse Engineering of Classes' Relationships. In *Information Technology: New Generations* (pp. 1267-1272). Springer International Publishing.)

http://link.springer.com/chapter/10.1007/978-3-319-32467-8_111

