

Curriculum Vitae

MUSAAB ABDULLAH

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Core Skills

- IT Infrastructure (Active Directory, Exchange 2010, AS400, Lotus Notes)
- Networking & Security (Firewalls, Huawei, Network Diagnostics)
- Core Banking Systems & Ticketing Tools
- Project & Operations Management
- Business Development & Client Relations
- Trading & Logistics Coordination
- Leadership & Team Supervision
- Problem-Solving & Negotiation

Languages

- Arabic: Native
- English: IELTS 6.5 (CEFR B2)

Certifications & Training

- Cloud Architect Nanodegree (Microsoft Azure), Udacity, 2022
- Firewall & Network Products Training, Huawei University, China, 2013

Professional Summary

Results-driven IT and Business Operations professional with 15+ years of experience in IT support, project management, banking system migrations, trading, and logistics. Proven expertise in leading core banking migrations at HSBC (Dar Essalam Investment Bank – Iraq) and managing operations as Deputy Manager at Rawnq Al-Ula Co. Skilled in infrastructure support, user training, sales, and business development. Recognized for leadership, problem-solving, and cross-functional coordination. Bilingual (Arabic/English) with global training in cloud architecture, networking, and security.

Professional Experience

Deputy Manager

Rawnq Al-Ula Co. – Storage & Trading Company, Amman, Jordan (05/2015 – 09/2022)

- Managed daily operations across storage, trading, and logistics.
- Negotiated with suppliers, vendors, and clients to secure profitable terms.
- Supervised staff, providing training and evaluations.
- Assisted with budgets, forecasts, and reporting.

Key Achievements:

- Streamlined warehouse workflows, reducing delays.
- Expanded trading opportunities and boosted client retention.

Sales Account Manager

First Way Software & Technology, Amman, Jordan (09/2022 – 01/2023)

- Managed client accounts, overseeing forecasting, sales goals, and reporting.
- Built and maintained customer relationships.

Key Achievements:

- Increased repeat business by strengthening customer loyalty.

IT Officer (User Support)

***Dar Essalam Investment Bank (HSBC), Baghdad, Iraq
(08/2005 – 10/2014)***

- Provided IT support and troubleshooting for banking operations.
- Coordinated and executed two major core banking system migrations.
- Installed, configured, and maintained desktop and server systems.

Key Achievements:

- Resolved 90% of IT issues on first contact, reducing downtime.
- Played a critical role in system migrations, improving reliability.

Education

- B.Sc. Computer Information Systems – Al-Rafidain University, Baghdad, Iraq (2004)