



Osama Raouf Jalal

Engineer, IT Specialist & Manager

ABOUT ME

- **Birth Date:** 8 November 1993
- **Marital Status:** Married
- **Address:** Sulaymaniyah, Iraq

CONTACT

- **Email:** osamaabdelhamid94@gmail.com
- **Phone Number:** 0770 543 3858
0780 744 0101

Professional Summary

Dynamic IT professional and operations manager with over 6 years of experience in system administration, network security, and strategic leadership. Proven expertise in managing complex citizenship and immigration services, developing digital platforms, and delivering effective IT solutions. Strong communicator with a focus on efficiency, innovation, and cross-functional collaboration.

Work Experience

Deputy Director

Alt Group Co. — 2022–2025

- Managed branch operations and led multiple departments.
- Oversaw immigration and citizenship processing, client services, and compliance.

IT Specialist

Harem Hospital — 2021–2022

- Handled IT support and network infrastructure.
- Resolved technical issues and ensured system stability.

IT Specialist & Designer

PAYAM TV — 2019–2022

- Provided IT support and executed graphic/design tasks.
- Supported broadcast systems and media production tools.

Computer Lecturer

Pirmam Cultural Center — 2018

- Delivered courses in computer basics and software use.

Education

B.Sc. Information System Engineering

Erbil Polytechnic University, 2015–2019 - Top 10 Graduate

Training & Certifications

- Strategic Leadership and Business Management
- CCNA Routing & Switching (200-125)
- Linux Mastery: Master the Linux Command Line
- Penetration Testing: Social Engineering

Professional Skills

Human Resource Management

- Communication, team leadership, planning, coaching, and initiative

Hardware & Software

- Assembly, maintenance, troubleshooting, MS Office, Adobe Suite

Networking & Security

- Cisco routers/switches (RIP, EIGRP, OSPF, VLANs), backup, virus protection, recovery

Web & Programming

- HTML, CSS, JavaScript

Professional Skills

- Led administrative operations for Caribbean Citizenship by Investment (CBI) programs
- Created a high school database system in 2015
- Founded and manage the Online Student Examination platform, used by multiple organizations

Languages

- Kurdish • Arabic • English