



HIBA FRAIDOOON ABDULLAH

Senior officer of IT and Inventory

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Summary

IT specialist with extensive experience in system administration, network management, and IT service delivery. I have extensive experience with databases, mobile systems, and ERP platforms, including SAP ERP for finance, procurement, and inventory procedures. I am skilled at troubleshooting, infrastructure optimization, and implementing secure, scalable IT solutions. Furthermore, I'm known for my problem-solving abilities, team leadership, and ability to match technology with company goals to improve efficiency and performance.

Key Achievements

 Cost savings achievement Saved 15% on IT budget annually through hardware optimization and vendor negotiations.	 Enhanced system uptime Increased system uptime by 20% by implementing proactive monitoring and maintenance procedures.	 Inventory management success Enhanced inventory accuracy by 30% via improved asset tracking processes.
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Experience

Blumont, Inc Senior officer of IT and Inventory	Location 01/2024 - Present
• Monitor and maintain computer systems, hardware, software, and networks, ensuring secure and reliable operations • Manage organizational databases and mobile systems, optimizing performance, security, and cloud synchronization • Support and monitor SAP ERP modules (finance, procurement, inventory) to ensure data accuracy and smooth workflows • Oversee inventory system for asset tracking, reporting, and compliance with financial documentation • Lead inventory processes, including reconciliations, audits, and staff supervision, ensuring adherence to SOPs • Prepare reports, coordinate with finance/program teams, and support shipment and material delivery • Develop and implement IT initiatives to enhance data protection, emergency response, and organizational efficiency	
Blumont, Inc Senior IT Officer	Location 08/2019 - 12/2023
• Install, configure, and troubleshoot computer hardware, operating systems, Windows servers, and network systems • Manage network security systems and operations using SonicWall and UNIFI • Administer Cloud Backup, Microsoft SharePoint, and E-PR system for streamlined project management • Lead IT staff training and support, introducing new software and evaluating technologies • Manage and administer biometric security systems with cloud storage and TCMS software • Provide technical guidance and respond to security incidents, ensuring secure systems and processes • Prepare Bill of Quantities for IT equipment purchases	
Blumont, Inc IT Officer	Location 01/2016 - 08/2019
• Installed and configured operating systems and software on Windows servers and storage devices. • Set up and maintained network infrastructure, including switches, cabling, Wi-Fi, IP phones, and security cameras. • Provided a bill of quantities and assessed market availability for IT equipment procurement. • Managed shared drives and performed regular backups using SharePoint and OneDrive. • Conducted troubleshooting for hardware and software issues and provided technical support to employees. • Trained staff on new software applications and tested emerging technologies. • Replaced hardware components as required to ensure system functionality.	

Experience

Blumont, Inc \ IRD

Location

Program Officer

07/2015 - 12/2015

- Managing and utilizing CMORE platform for assignment, data capture, reporting, and movement tracking
- Designing and deploying ODK (Open Data Kit) forms for data collection and quality control
- Applying GIS tools for mapping field observations, staff movements, and project information to support decision-making
- Proper consistent checking to the program database, take action to ensure that it is up and running and provide a report
- Establishment and maintaining proper filing systems (hard copy and electronic) for the Program, ensuring that all regular reporting is adhered to and coordination with other partners involved with program is optimum

IRD NGO

Location

Program Assistant

10/2014 - 07/2015

- Support program implementation, prepare data, and draft reports for organization and donor
- Administer the CMORE online system, managing accounts, designing ODK forms, and troubleshooting data upload issues
- Provision of support to the organization of procurement processes including preparation of requests for proposals documents, receipt of quotations, bids or proposals, their preliminary evaluations, and preparation of purchase orders
- Provision of administrative support to conferences, workshops, retreats, and other like activities
- Follow up on deadlines, commitments, and report collection, coordinating with the Program Manager
- Assist in budget preparation and provide information for audits

Itsalat International Company

Location

Business Development

08/2013 - 10/2014

- Conduct thorough research to identify clients and trends in the communication industry
- Proactively pursue new opportunities, cultivate relationships, and create tailored business proposals
- Building and maintain strong client relationships, exploring upselling and cross-selling
- Collaboration with cross-functional teams for effective business development
- Negotiate, produce realistic sales estimates, and attend industry events to keep current
- Monitor competitors and protect sensitive information during business development activities

Allai Newroz Telecom

Location

Wholesale & Settlement Admin

04/2011 - 07/2013

- Increased data accuracy by 15% through compiling and verifying monthly internet and traffic data for B.W, checking 20,000 CDRs.
- Utilized the i-Conx platform to extract traffic data for domestic and international companies.
- Assessed service outages, creating authorized letters and claims, and drafted agreements for services including co-location and internet B.W.
- Produced monthly financial reports and issued invoices to ISPs and corporate customers for various services.
- Prepared payment orders for international companies related to incoming and outgoing minutes.

Falcon Group

Location

IT Assistant

10/2010 - 03/2011

- Troubleshoots, diagnoses problems, implements corrective action procedures within prescribed guidelines and/or escalates to other technical resources as appropriate
- Sets up and configures desktop computers, peripherals, and accounts, assigning security level
- Installs software and installs and repairs hardware and peripherals
- Designs and produces basic reports
- Transfers computer files between platforms

Education

Al-Mansour University College. B. Sc

Baghdad, Iraq

Software Engineering

2005 - 2010

Languages

Arabic Advanced ●●●●●

English Advanced ●●●●●

Kurdish Advanced ●●●●●

Skills

Network · Security · Database administration · Windows Servers · Troubleshooting · Mobile systems · System administrator · SharePoint · Cloud system · QGIS · VPN · ERP · SAP