

Contact

00905314807611 (Mobile)
jihadmasri@gmail.com

www.linkedin.com/in/jihadmasri
(LinkedIn)
www.jihadmasri.com (Personal)

Top Skills

Microsoft Power Automate
Microsoft Power BI
Data Visualization

Languages

Arabic (Native or Bilingual)
Turkish (Elementary)
English (Professional Working)

Certifications

Introduction to AI
Harnessing the Power of Data with
Power BI
Maximize Productivity With AI Tools
AI Fundamentals
Use AI Responsibly

Publications

Recover whatever can be recovered

M. Jihad Masri

Senior IT Officer | Cloud & Systems Administration (Azure, M365, Google Cloud) | ERP, CRM, HRMS Implementation | Web & Database Management | 25+ Years IT Leadership
Gaziantep, Türkiye

Summary

As a results-oriented Senior IT Officer with over 25 years of experience, I specialize in leading the implementation, management, and security of robust IT infrastructures and digital platforms. My expertise spans cloud administration (Microsoft Azure, Microsoft 365, Google Cloud, Google Workspace), enterprise systems (ERP, CRM, HRMS including NetSuite), and comprehensive IT operations for medium to large-scale organizations.

Currently at BAYTNA, I spearhead IT policy development (including IT security and GDPR), manage the organization's ERP system, and oversee all technical aspects of our web and social media presence. A key achievement includes managing "Baytna.online," an online platform delivering job vacancies, social activities, scholarships, translated articles, and free online courses with quizzes to empower civil society. I concurrently manage Microsoft 365, Azure, Google Workspace, and Google Cloud environments for both Baytna and Mercato, ensuring seamless and secure operations.

My background includes extensive hands-on experience in:

Cloud Technologies: Microsoft Azure, Microsoft 365, Google Cloud Platform, Google Workspace.

System Administration: Windows Server, Linux Server, macOS; Active Directory, Microsoft Exchange, File Servers, DFS.

Virtualization: VMware ESXI, Hyper-V, Virtual Box.

Database Administration: Microsoft SQL Server, MySQL, Oracle (8i, 9i, 10G).

Web Technologies: WordPress, Drupal, PrestaShop, web hosting, mail server implementation.

Enterprise Applications: Implementation and administration of various CRM, HRMS, and NetSuite ERP systems.

Networking: Design, implementation, and support of numerous network projects.

POS Solutions: Implementation and support for systems like OmegaPOS.

With a proven track record in problem-solving honed since 1995, I am passionate about leveraging technology to drive efficiency, enhance security, and support organizational missions. I excel in analyzing user needs, optimizing system performance, and leading IT initiatives from conception to successful deployment.

Experience

BAYTNA

10 years

Senior IT Officer

September 2022 - Present (3 years 8 months)

Remotly

Main Duties and Responsibilities:

1. Leads all IT policies at Baytna including It security policy and GDPR policy;
2. Leads the implementation, management and maintenance of Baytna's ERP system;
3. Leads all technical aspects of Baytna's websites & social media platforms in close cooperation with the communication officer;
4. Repurposes and formats content received in a variety of formats from various stakeholder to align with the Web Requirement;
5. Ensures that Baytna's websites & social media platforms content and design complies with relevant policies and orders issued from time to time;
6. Analyzes the usage of Baytna's websites & social media platforms and interpreting the impact on users and users' needs;

7. Uses social media optimization techniques and other innovative approaches to ensure maximized reach;
8. Provides technical IT and web support, security and advice;
9. Ensures all hardware at Baytna Syria are maintained to the highest standards and replaced when needed ensuring utmost efficiency;
10. Manage Microsoft 365 and Azure accounts for Baytna, ensuring optimal performance, security, and user access.
11. Spearhead the management and development of 'Baytna.online,' an online platform publishing job vacancies, social activities, scholarships, translated articles, and free online training courses with quizzes to empower the community.
12. Manage Google Workspace and Dropbox for Baytna, ensuring efficient collaboration and data management.
13. Implement, manage, and administrate critical IT infrastructure including mail servers, websites, and web hosting solutions.
14. Administer and maintain Microsoft SQL, MySQL databases ensuring data integrity and availability.
15. Provide expert-level support and administration for Windows and Linux servers.
16. Successfully implemented and managed NetSuite ERP systems to streamline organizational processes at Baytna.
17. Leverage tools such as Google Analytics to enhance platform engagement and communication.

Program Officer (Baytna Online Project)

September 2019 - September 2022 (3 years 1 month)

Gaziantep, Turkey

Main Duties and Responsibilities:

1. Identifies capacity building needs with beneficiaries in area of responsibility;
2. Leads the design of strategies and technical issues concerning capacity development and institutional strengthening in area of responsibility (including curricula for organizational development or public policy; different formats of training such as TOT; different channels of training such as online learning platforms);
3. Supports the design of the training and capacity development activities of Baytna implementing partners in area of responsibility;
4. Maintains effective partnerships with stakeholders, institutions, implementing partners to exchange

critical and technical information and resolve program / project implementation issues to ensure results are achieved as planned in area of responsibility;

5. Develops, manages, delivers and promotes the grant-making component, including the Baytna grants

manual, ensuring that grants review and selection process are carried out in a transparent, professional,

financially sound, and participatory manner that is sensitive to local needs and culture in area of responsibility, and that is compliant with the various policies, financial guidelines and budget requirements of Baytna;

6. Liaises with identified grantees and communities within the area of responsibility to assist with the

development of projects, project proposals and other related documents and assessments and guide the

implementation of projects, cooperating closely with the Field Program Officers when/if needed;

7. Assists in the development and maintains the system of a database of grantees, including a tracking

system that provides frequent updates on fund-flows, reporting requirements, audits, contract deliverables and budget revisions;

8. Monitors grants execution and ensures that it is in line with applicable frameworks and agreed plans and indicators;

9. Participates in the annual work planning and budgeting process;

IT & Outreach Officer

May 2016 - August 2019 (3 years 4 months)

Gaziantep, Turkey

1. Update, and maintain Baytna Syria's websites & social media platforms in close cooperation with the communication officer.

2. Daily error and content checking of Baytna Syria's websites.

3. Re-purposing and formatting content received in a variety of formats from various stakeholder to align with the Web Requirement.

4. Coordinating with stakeholders regarding the updating of information in the Baytna Syria's websites and social media platforms.

5. Ensuring that Baytna Syria's websites & social media platforms content and design complies with relevant policies and orders issued from time to time.

6. Analyzing the usage of Baytna Syria's websites & social media platforms and interpreting the impact on users and users' needs.

7. Using social media optimization techniques and other innovative approaches to ensure maximized reach.

8. Leading on Baytna Syria's e-marketing in close cooperation with the communication officer.
9. Remaining current about commentaries on online social networks.
10. Providing technical IT and web support, security and advice.

MercatoB2B

Chief Information Officer

October 2021 - Present (4 years 7 months)

Erbil

1. Built and administered MercatoB2B production virtual private servers (VPs) to ensure smooth operations.
2. Managed MercatoB2B developing servers and environments for optimal performance.
3. Oversaw the administration of company's online accounts like DevOps, Jira, GitHub to streamline processes.
4. Managed MySQL and MSSQL servers and backups to maintain data integrity and security.

Manage Microsoft 365 and Azure accounts for Mercato, ensuring robust cloud infrastructure and services."

5. Currently manage Google Workspace and Google Cloud for Mercato, optimizing productivity and cloud resource utilization.
6. Implemented and currently manage CRM and HRMS systems for Mercato, enhancing operational efficiency.
7. Implement, manage, and administrate critical IT infrastructure including mail servers, websites, and web hosting solutions.
8. Administer and maintain Microsoft SQL, MySQL databases ensuring data integrity and availability.
9. Manage Google Workspace, Google Cloud, and Dropbox for Mercato, ensuring efficient collaboration and data management.
10. Manage Microsoft 365 and Azure accounts for Mercato, ensuring optimal performance, security, and user access.

Radio Free Syria

Co Founder

October 2011 - Present (14 years 7 months)

- Designed and implemented radio website using Drupal and WordPress CMSs.
- Built online radio broadcasting using VosCast.
- Managed all radio social media accounts.
- Solved technical problems efficiently.

Boulevard Middle East

Co-founder & General Manager

May 2014 - January 2020 (5 years 9 months)

Gaziantep, Turkey

- Oversaw day-to-day operations, set performance goals, and ensured completion for Boulevard Middle East in Gaziantep, Turkey.
- Recruited, onboarded, and trained high-performing employees to achieve sales, profitability, and market share objectives.
- Developed and maintained budgetary and resource allocation plans, ensuring effective project timelines.

Adam Smith International

IT Consultant - NDO Project

January 2016 - February 2016 (2 months)

Gaziantep, Turkey

- Collaborated with project team to define IT requirements for NDO Project.
- Designed and implemented infrastructure and applications to support project technical needs.
- Ensured seamless communication and alignment between IT and project goals.
- Developed skills in project management, IT architecture, and cross-functional collaboration.

Syrian Interim Government

Senior IT Technician

January 2014 - September 2014 (9 months)

Led the planning and implementation of local network infrastructure for Syrian Interim Government, optimizing connectivity.

- Administered government servers like web servers, mail servers, and file servers for efficient operations.
- Provided technical support to over 250 employees in Gaziantep, Turkey, enhancing productivity and workflow.

Beroea Advanced Technical Solutions

Business Development Dept. Manager

January 2010 - January 2014 (4 years 1 month)

Aleppo, Syria

- Supervised the transition of my previous role at Alef to a new team at Beroea Advanced Technical Solutions.

- Implemented ERP and CRM software for customers, streamlining internal business processes.
- Facilitated external business relationships with dealers and partners to drive company growth.

Alef Information Solutions

Network Dept. Manager & Account Manager

June 2004 - January 2014 (9 years 8 months)

Aleppo, Syria

- Led network department in designing and implementing hospitality solutions for restaurants, retail, and hotels.
- Managed network maintenance contracts for data center, MS Exchange, and MS ISA Administration.
- Oversaw data recovery, risk management, and pager systems for optimal business operations.

Obegi Chemicals LLC

IT Administrator

January 1999 - December 2007 (9 years)

Aleppo, Syria

- Managed network administration for Aleppo branch, including Windows NT 4.0, Novel Netware 4.0, Windows 2003 Small Business Server, and Exchange Server.
- Spearheaded the implementation of Obegi Chemical's new network for their new chemical factory, designing infrastructure and building servers.

IT Chase LLC

Technical Support Engineer

August 2003 - February 2004 (7 months)

Dubai, United Arab Emirates

- LAN Support.
- Data Recovery Solutions.
- Apple Mac Maintenance.
- Notebooks Maintenance.
- Printers Maintenance.

Microsonic

Technical Support Engineer

March 2003 - August 2003 (6 months)

Sharjah, United Arab Emirates

- Designing, Implementing and Maintenance LAN Projects.

- Assembling, repairing and upgrading Computers and laptops.
- Media data recovery for hard disks.

AraSoft

Network Engineer

October 2000 - September 2002 (2 years)

Riyadh, Saudi Arabia

In my role as a Network Engineer at AraSoft in Riyadh, Saudi Arabia, I was responsible for implementing and administering LAN networks, providing technical support, fixing and installing servers, managing network support contracts, and performing media data recovery and file repairing.

- Implemented and administered LAN networks
- Provided technical support for hardware and software
- Managed network support contracts

Education

Aleppo University

Electrical and Mechanical Engineer, Electrical and Mechanical Engineering
College · (1996 - 1998)

Al Kindy High School

High School · (1992 - 1996)