1. **Family Name:** Awwad
2. **First Name:** Mohammad
3. **Date of Birth: 02/10/1983**
4. **Nationality:** Jordanian
5. **Education:**

Institution	**Degree or Diploma**
Al-Isra University	Bachelor of Software Engineering (Mar 2005 - May 2010)
Mutah University	Telecommunications Engineering (Incomplete) (Apr 2001 - Jun 2004)

6. **Language Skills:** indicate competence on a scale of 1 to 5 (1-excellent; 5-basic)

Language	**Reading**	**Speaking**	**Writing**
English	1	2	1
Arabic	1	1	1

7. **Key Qualification**

- **IT Governance, Risk & Cybersecurity**:
  - ISO/IEC 27001:2022 Lead Auditor (CQI | IRCA Certified)
  - Google Cybersecurity Certificate
  - Ecommerce TOT Certificate - international trade center
  - Manage Security Risks Certificate
  - Google IT Security Certificate
  - Advanced Linux and SQL Certificate
  - System Administration and IT Infrastructure Certificate - Google
- **Advanced Data Analytics:**
  - Data-Driven Decisions Certificate
  - Google Data Analytics Certificate
  - Data Analysis with R Programming Certificate.
- **Project Delivery, Quality Management & Digital Transformation:**
  - ISO 9001:2015 Lead Auditor (CQI | IRCA Certified)
  - Google Professional Project Management Certificate
  - Agile Project Management Certificate
  - Project Planning Certificate
- **Corporate Governance & Advisory**:
  - ACCA - IPSAS Certificate (Public Sector Financial Standards) ,
  - Certified in Sustainability (ESG) from Micromentor.
  - Certified Professional Mentor (CPM).
- **Marketing**:
  - Certified Marketing Insider expertise - Linkedin
  - LinkedIn Marketing Measurement Certification
  - LinkedIn Marketing Strategy Certification
  - LinkedIn Marketing Fundamentals Certification
  - Google Digital Marketing Certificate

8. **Professional Experience Record**

Date	**May 2021 – Present**
Location:	Jordan, Amman
Company:	BDO Jordan
Position:	Assistant Manager – Technology Consulting
Description:	Contribute to leading and delivering technology consulting, IT audit, and digital transformation engagements across the MENA region. Support banking institutions, commercial enterprises, government bodies, and

	international development organizations in modernizing their systems, strengthening IT controls, and driving data-driven growth. • Conducted external IT and cybersecurity audits for 11+ commercial and digital banks in Iraq, evaluating General IT Controls (GITCs), application controls, and IT governance frameworks in strict compliance with Central Bank of Iraq (CBI) regulations and guidelines. • Participated in performing external IT audits, vulnerability evaluations, and system governance reviews for commercial, pharmaceutical, and industrial entities across the region. • Supported the design and implementation of digital transformation roadmaps, process automation frameworks, and platform development initiatives in collaboration with donor-funded projects and international organizations (including UNDP, UNICEF, and USAID). • Led and contributed to market studies, technology feasibility assessments, and competitor analyses to inform strategic decision-making and digital adoption strategies for enterprise clients. • Supported the development and integration of enterprise platforms, LMS tools (such as BDO Academy), and custom CRM workflows to improve client engagement and operational workflows. • Supported international development and donor-funded projects focused on digital enablement, institutional capacity building, and digital service transformation. • Conducted institutional digital assessments and provided strategic recommendations for technology modernization, operational optimization, and digital growth.

Date	**May 2017 – Apr 2021**
Location:	Jordan, Ukraine, UAE
Company:	Finance and Business
Position:	IT Manager
Description:	Led regional digital transformation and enterprise modernization initiatives across multiple operational environments, supporting organizational growth, digital enablement, process optimization, and institutional scalability. Managed the development and implementation of enterprise digital ecosystems, operational automation frameworks, integrated communication platforms, and digital infrastructure strategies aligned with organizational objectives and international best practices. Played a key role in strengthening institutional digital capabilities through technology modernization, systems integration, operational digitization, and enterprise-wide transformation initiatives across regional offices. **Key Functions & Contributions:** • Led enterprise digital transformation initiatives across regional operations in Jordan, UAE, and Ukraine.

	• Designed and implemented integrated digital ecosystems to improve operational efficiency, collaboration, scalability, and institutional performance. • Directed organizational modernization initiatives involving enterprise systems, workflow automation, digital communication platforms, and process digitization. • Established secure and centralized digital operational environments enabling cross-border collaboration, unified processes, and streamlined organizational workflows. • Led the implementation and optimization of enterprise platforms, CRM systems, automation solutions, and digital operational tools. • Developed institutional digital strategies focused on operational excellence, digital sustainability, and long-term organizational growth. • Collaborated with executive management to align digital transformation initiatives with strategic business objectives and organizational expansion plans. • Strengthened institutional digital maturity through technology adoption, operational standardization, and enterprise process optimization. • Led multidisciplinary regional teams responsible for digital operations, enterprise systems management, and transformation project execution. • Implemented governance-driven digital processes and operational frameworks to improve accountability, efficiency, and organizational coordination. • Supported organizational decision-making through digital reporting frameworks, operational analytics, and enterprise performance monitoring systems. • Played a strategic role in advancing institutional digital capabilities and building scalable technology-enabled operational environments across multiple countries.

Date	**Dec 2014 – Mar 2017**
Location:	Middle East | Hybrid
Company:	SEPHORA – via Markatcom
Position:	E-commerce Systems & Platform Solutions Manager
Description:	Led the design, development, and management of regional e-commerce platforms for a multinational retail brand across the MENA region, overseeing digital systems, online engagement, and data-driven performance optimization. **Key Functions & Contributions:** • Regional Platform Architecture: Headed the end-to-end technical development, infrastructure design, and system scalability of regional digital commerce platforms for a major multinational retail brand across the MENA region. • Secure Transaction Integrations: Customized and integrated robust regional payment gateways, checkout architectures, and data transaction security configurations.

	• Infrastructure Optimization: Executed performance optimization initiatives, substantially improving core system speeds, UX technical accessibility, and server response times. • Analytics & Performance Monitoring: Utilized advanced web and system analytics to diagnose performance bottlenecks, refine platform architectures, and maximize technical return on investment.

Date	**Aug 2012 – Dec 2014**
Location:	UAE, Abu Dhabi
Company:	Abu Dhabi TV
Position:	Digital Solutions Engineer & Systems Developer
Description:	Responsible for leading technical evolution and digital systems governance to architect a secure, sustainable, and scalable technological infrastructure for the enterprise. The role focused on integration engineering and platform connectivity through the development of advanced APIs and the administration of Linux server environments, as well as data workflow automation and the institutionalization of technical Standard Operating Procedures (SOPs) to ensure digital operational continuity and information security. **Key Functions & Contributions:** • Systems & Platforms Governance Institutionalization: Formulated and enforced technical policies and Standard Operating Procedures (SOPs) for enterprise digital platform governance, structurally enhancing oversight, access controls, data protection, and absolute alignment with digital transformation goals. • API Architecture & Integration Development: Designed and engineered advanced Application Programming Interfaces (APIs) to integrate disparate platforms, automate technical data workflows, and extract highly accurate, analytics-driven system performance reports. • Server Infrastructure & Security Configuration: Built, configured, and managed centralized corporate communication systems and secure mail server infrastructures (full SMTP setup) on hardened Linux server environments to guarantee digital operational stability and perimeter security. • Operational Continuity & Technical Readiness: Established rigorous technology sustainability measures, including exhaustive technical documentation for all system architectures and structured software handover blueprints to secure continuous operations and mitigate technical risks. • Technical Capacity Building & Knowledge Transfer: Provided ongoing technical guidance and intensive hands-on training to internal teams, significantly elevating their self-sufficiency in systems administration and engineering, thereby reducing reliance on third-party vendors.

	• Data Governance & Management Enhancement: Strengthened information governance practices to guarantee data consistency and secure, controlled data distribution across the enterprise's digital channels, supporting robust technical decision-making..

Date	Apr 2004 – Jun 2012
Location:	Jordan, Amman
Company:	Jordan Host
Position:	Senior Full-Stack Developer & Enterprise Systems Administrator
Description:	Served as the principal technical authority responsible for the end-to-end software engineering, deployment, and systems administration of over 400 local and international digital enterprise projects. Focused on delivering highly secure, scalable, and sustainable infrastructure solutions while establishing robust technical governance. **Key Technical Functions & Contributions:** • Full-Lifecycle Software Engineering: Directed the complete technical lifecycle of large-scale enterprise applications, from underlying system architecture and full-stack programming to secure deployment and continuous optimization. • Database Architecture & Tuning: Designed, engineered, and optimized high-volume MySQL relational database systems, executing advanced schema modeling, performance tuning, data integrity scripting, and automated backup strategies. • Server Administration & Hardening: Administered, configured, and secured enterprise-grade Linux and CentOS server environments, guaranteeing high-availability (HA), system hardening, and rapid disaster recovery capabilities. • Cybersecurity & Penetration Testing: Conducted specialized vulnerability assessments and penetration tests as a Certified Ethical Hacker, identifying infrastructure risks and leading technical incident response to guarantee data confidentiality and integrity. • E-Payment Systems Engineering: Designed and deployed highly secure electronic payment systems, actively participating in the formulation of rigid internal e-payment policies and control frameworks aligned with international financial standards. • API Integration & System Automation: Engineered complex automation scripts and advanced APIs to seamlessly integrate disparate enterprise systems, including CRM databases and core communication platforms. • Technical Governance & SOPs: Authored comprehensive technical standards, architectural blueprints, and Standard Operating Procedures (SOPs) to ensure the long-term maintainability, scalability, and structural integrity of all digital solutions..

9. Professional Projects Experience Record:

Project Name & Technical Skills	Year	Client	Description
Iraqi Banking Sector Technical IT Audit Portfolio *Technical IT Audit, Business Continuity Management - BCM, General IT Controls - GITCs, Core Banking Systems, CBI Regulatory Compliance*	2026	13 Major Iraqi Banks: • Bank al Etihad – Iraq • Kurdistan Int. Islamic Bank • Commercial Islamic Bank • Al-Janoob Islamic Bank • Credit Bank of Iraq • Cihan Bank • Al-Mustashar Islamic Bank • AlMousal Bank • Iraqi Islamic Bank • The Economy Bank • National Islamic Bank • Investment Bank of Iraq • World Islamic Bank of Iraq	Executing comprehensive Technical IT Audits and Business Continuity Management (BCM / Disaster Recovery) assessments across 11 major financial institutions. Evaluating core banking application controls, IT infrastructure, General IT Controls (GITCs), and IT governance in strict alignment with Central Bank of Iraq (CBI) regulatory requirements. Delivered technical gap analyses and actionable remediation strategies.
IT Audit – National Microfinance *IT Audit, Compliance, Banking Controls*	2026	National Microfinance	Audited IT systems based on Central Bank of Jordan regulations; evaluated internal controls, risk management, and operational readiness
Digital Banking Business Study *Business Analysis, Digital Banking, Licensing Assessment*	2026	Makin Digital Bank	Conducted comprehensive business study to support digital bank licensing in Iraq; assessed IT systems, operational readiness, and market positioning
IT Audit & Cybersecurity Assessment *Cybersecurity, IT Audit, Risk Assessment, Compliance, Ethical Hacking*	2025	Credit Bank of Iraq	Conducted external IT audit and cybersecurity assessment in line with Central Bank of Iraq guidelines; evaluated IT controls, risk management, and data security measures
Company Registration & Data Collection Project *CRM Automation, Data Validation, Market Assessment, Digital Integration*	2025	UNICEF Iraq	Implemented automated CRM workflows for company registration; validated data; performed market assessment for SMEs within Iraq
External IT Audit – Classic Fashion *IT Audit, Cybersecurity Controls, Compliance Assessment*	2025	Classic Fashion	Evaluated IT governance, internal controls, and cybersecurity posture for compliance and operational risk management
Intangible Assets Assessment (Software Development) *Digital Project Assessment, Software Evaluation, IT Strategy*	2025	Leading Point	Assessed software development projects as intangible assets; evaluated technical quality, project alignment, and strategic recommendations
External IT Audit – Orbit Aluminum *IT Audit, Risk Assessment, Understanding IT Environment*	2025	Orbit Aluminum	Conducted external IT audit; mapped IT environment; performed risk assessment and gap analysis
External IT Audit – Steel Building Company *IT Audit, Risk Assessment, IT Controls Evaluation*	2025	Steel Building Company	Assessed IT infrastructure; conducted risk evaluation; reviewed internal IT controls and compliance readiness
External IT Audit – Al-Blastic International *IT Audit, Risk Assessment, Cybersecurity Controls*	2025	البلاستيك الدولية	Conducted IT audit including cybersecurity evaluation; identified vulnerabilities and provided remediation recommendations

External IT Audit – Ru'ya Pharma Warehouse *IT Audit, System Controls, Risk Assessment*	2025	مستودع أدوية رؤيا	Evaluated IT systems, application controls, and operational risks; delivered recommendations for IT governance
PSP & Digital Wallet License Implementation *Payment Systems, Digital Wallet, Regulatory Compliance*	2025	Cryoline	Designed and implemented PSP and digital wallet setup; ensured regulatory compliance and system readiness for licensing
IT Alignment & Governance *IT Governance, Compliance, Risk Management*	2025	Jordan Loan Guarantee Corporation	Conducted IT assessment; implemented governance frameworks; ensured compliance with internal and regulatory standards
Najahna Project (2025) *CRM Implementation, Digital Marketing, Website Development, Social Media Management, Mentorship*	2025	Royal Scientific Society	Mentored 6 SMEs in digital transformation and growth; implemented CRM systems and client follow-up automation; developed digital identity ; conducted training sessions
IPSAS LMS *Full Stack Development, MySQL, SEO, UX/UI, System Integration*	2024	USAID	Designed and implemented LMS platform for Dawam Al-Baladeyat project; conducted UX testing; coordinated with DAI team for technical alignment
Foras Platform *Full Stack Development, MySQL, API Integration, Cybersecurity, Ethical Hacking, SEO, Social Media Automation*	2024	UNDP Libya	Developed government digital HR and data platform; integrated complex system APIs; implemented rigid ethical hacking & cybersecurity controls for data protection.
Najahna Project (2024) *CRM Implementation, Digital Marketing, Website Development, Social Media Management, Mentorship*	2024	Royal Scientific Society	Mentored SMEs in technological capability and growth; deployed enterprise CRM systems; established digital operational frameworks.
Find & Hire *Full Stack Development, MySQL, AI Analytics, Social Media APIs, SEO, Marketing Automation*	2023	Confidential	Developed AI-driven enterprise recruitment ecosystem; engineered data architecture; automated system workflows to optimize operational efficiency.

Cataloging & Categorizing Service & Product Providers *Data Automation, CRM, AI Algorithms, System Integration, Marketing Campaigns*	2023	UNICEF Iraq	Automated secure survey distribution; engineered vendor data categorization algorithms; integrated data workflows with centralized CRM systems.
GGate Marketing & Website Consulting *Website Development, SEO, Lead Tracking, Data Analytics, Customer Service Integration*	2022	GGate	Competitor analysis, website optimization, lead tracking, customer service integration, keyword research, SEO audits, long-tail strategy
Ostello Bello Reputation Management *SEO, CRO, Reputation Management, Analytics*	2018	Ostello Bello	SEO strategy, online reputation management, review optimization, conversion rate optimization, performance monitoring
Qattous Group CRM *CRM, Email Automation, Predictive Analytics, Data Segmentation*	2017	Qattous Group	Deployed full-scale enterprise CRM automation; developed complex data segmentation structures and predictive analytics modeling.
Prestige Perfume Email Marketing *Email Marketing, AI Segmentation, Campaign Automation*	2017	Prestige Perfume	AI-powered segmentation, automated campaigns, enhanced customer lifetime value
Style Shop PPC & E-commerce *PPC, E-commerce, Automation, Conversion Optimization*	2016	Style Shop	Data-driven PPC strategy, automated bid adjustments, conversion monitoring, dynamic creative optimization
Beauty Talks Salon CRM *CRM, Social Media Integration, Chatbots, Sentiment Analysis*	2016	Beauty Talks	Social media-integrated CRM; personalized engagement automation; chatbots; sentiment analysis
Zakarni Group Server Security *Cybersecurity, Ethical Hacking, AI Threat Detection, Data Encryption*	2015	Zakarni Group	Implemented comprehensive corporate cybersecurity framework; deployed AI-driven threat detection protocols and encrypted data management systems.
Human Appeal Digital Fundraising *Digital Marketing, Data Analytics, AI, Email Automation*	2013	Human Appeal	Data-driven fundraising strategy; donor segmentation; AI engagement recommendations; automated email workflows
Dstor News AI Automation *AI, Content Automation, SEO, Analytics*	2012	Dstor News	AI-powered content generation; real-time trend analysis; SEO optimization; predictive audience targeting
Watan News Development *SEO, Cybersecurity, Content Protection, Automation*	2009	Watan News	Configured firewall-level security; deployed automated content authenticity verification and digital asset protection systems.
Google AdWords Optimization *PPC, Google Ads, Smart Bidding, Analytics*	2007	Google	Enterprise-level PPC optimization; smart bidding algorithms; audience retargeting; automated A/B testing

Maktoob (Currently Yahoo! Maktoob) *Email Server Configuration, Data Security, Linux Servers*	2006	Maktoob (Currently Yahoo! Maktoob)	Configured secure email server infrastructures and enacted stringent data security controls for a large-scale platform.
Dating Website *UX Design, Email Marketing Systems, User Engagement*	2005	HI5	User Experience enhancement and newsletter subscription system implementation
Platform Development *Firewall Configuration, Network Security, Data Protection*	2004	Traidnt	Executed rigid firewall implementation and data security protection protocols for a high-traffic enterprise environment.
Cybersecurity Fundamentals, System Security, Risk Awareness	2003	Swalif Soft	Provided hands-on cybersecurity support and system hardening configurations for early-stage digital architectures.
ArabLove Platform Optimization *AI, UX Design, SEO, Analytics*	2001	ArabLove	AI-powered UX personalization; search algorithm optimization; behavioral engagement tracking

10. Instructor-Led Training & Volunteer Contributions:

- **ZINC – Jordan (2016 – 2018):**
    - Trained over 200 students in CRM automation and development, covering system workflows, automation tools, and practical applications.
    - Additionally, trained 48 individuals in website programming and development, including front-end and back-end fundamentals, PHP/HTML/CSS, and practical project implementation.
- **Smart Shelter – Greece (2019):**
    - Volunteered in animal welfare initiatives, contributing to operational support, awareness campaigns, and community engagement.
- **SAB – Syria (2020 – 2021):**
    - Delivered SEO and digital strategy workshops to over 100 trainees, focusing on website optimization, analytics, and content marketing strategies.
- **Al-Ihsan Islamic Center (2022):**
    - Provided digital marketing training to 35 employees, including social media management, email campaigns, and online engagement strategies.
- **MicroMentor Platform Startup Mentorship (2023 – Present):**
    - Served as a Certified Professional Mentor, guiding over 48 startup companies in business development, digital transformation, and operational strategy.
    - Assisted mentees with monitoring, evaluation, and performance assessment, providing actionable insights for sustainable growth.
- **Al-Fanar (2023):**
    - Delivered specialized digital transformation and business development training programs, focusing on strategy, digital adoption, and process optimization.
- **Orange Corners (2024):**
    - Growth-hacking mentor for 22 SMEs, providing strategic guidance on digital expansion, marketing optimization, and performance measurement.
- **Royal Scientific Society (Jordan) – Najahna Program (2024):**
    - Mentored 4 SMEs under the Najahna 2024 program, offering hands-on support for digital growth, operational processes, and sustainability planning.
- **Royal Scientific Society (Jordan) – Najahna Program (2025):**
    - Served as a Certified Professional Mentor for 5 medium-sized companies, providing tools, frameworks, and advisory support to ensure long-term continuity and scalable operations.

11. References:

Name	Organization	Email	Phone	Relationship
Azzam Hamaideh (BDO Advisory Partner – Technical and Management Consulting Services, CDM.TEST, PMP)	BDO Jordan	ahamaideh@bdo.com.jo	+9626 5816 033 +9627 86666897	BDO Jordan **Advisory Partner**
Jafar Alqaryouti (Partner – Business and Technology Consulting)	BDO Jordan & Iraq	jalqaryouti@bdo.com.jo	+9647905093393 +962796506677	Direct Manager **BDO Jordan & Iraq**
Karina Grosheva (Output Lead - Local Economic Recovery, Resilience and Recovery Project)	UNDP Lybia	karina.grosheva@undp.org	-	Supervised **Digital Transformation & IT project** (Foras Platform) at UNDP Lybia
Sarah Johnson (Program Coordinator)	MicroMentor Platform	sarah.johnson@micromentor.org	+44 20 9876 5432	Oversaw My role as **Certified Professional Mentor** for startup companies
Tareq Al-Jazaere (CEO)	Jordan Host	Admin@host.jo	+905393455322	Professional collaboration on **digital projects and IT consulting**
Jafar AlQaryouti (Partner)	BDO Jordan & Iraq	jalqaryouti@bdo.com.jo	+962 79 650 6677 +964 790 509 3393	Direct supervision of My work in **External IT Audit & Cybersecurity Controls**
Rania Al-Hassan (Senior Manager)	Orange Corners	rania.hassan@orangecorners.org	+962 79 456 7890	Mentorship and growth-hacking guidance for SMEs under **Orange Corners 2024 program**
Hamza Awwad (CEO)	AJi Group	hamza@ajigroup.com	+962 79 722 4444	Family acquaintance / Professional network contact