MOHAMMAD ABBAS, PMP, MBA

IT & PROJECT MANAGER | DIGITAL TRANSFORMATION | BUSINESS AUTOMATION | DATA & DIGITAL SOLUTIONS

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PROFESSIONAL PROFILE

PMP-certified IT and Project Management professional with **25+ years of experience** across IT management, project management, digital transformation, business process automation, information systems, data management, business intelligence, infrastructure, and technology implementation.

Former **IT Manager at EMPHNET**, with extensive experience managing IT operations while leading and supporting technology, digital transformation, data, automation, and information-management initiatives.

Experienced in connecting **business needs with practical technology solutions**, coordinating technical teams, business stakeholders, vendors, and external partners, and supporting projects from requirements and planning through implementation, testing, deployment, training, and operational support.

Hands-on experience across **Microsoft Power BI, Power Query, DAX, KoboToolbox, DHIS2-related environments, ArcGIS, SharePoint, Microsoft 365, Azure/Entra ID, AWS, SQL-based reporting, APIs, Business Automation Systems (BAS), IT infrastructure, and information systems**.

Experience also includes supporting digital health and development-sector initiatives, including **Power BI and KoboToolbox training for Ministry of Health participants in Sudan**, digital data collection, reporting, visualization, and user capacity building.

Holds an **MBA in Information System Technology Management**, **BSc in Information Technology & Computing**, **PMP**, **AWS Solutions Architect**, and **ITIL Foundation**.

AREAS OF VALUE

IT MANAGEMENT & TECHNOLOGY OPERATIONS

IT Strategy, Operations & Service Management | IT Infrastructure & Technology Resources | Microsoft 365, Azure / Entra ID & AWS | Servers, Networking & Systems Administration | IT Policies, Procedures & Governance | Cybersecurity Controls & Data Protection | Business Continuity & Disaster Recovery | Vendor & Technical Team Coordination

PROJECT MANAGEMENT

IT Project Management & Technology Implementation | Project Planning, Scheduling & Monitoring | Requirements & Stakeholder Coordination | Risk, Issue & Dependency Management | Vendor & Resource Coordination | Implementation, Testing & UAT | Deployment & Post-Implementation Support | User Training & Operational Readiness | Project Documentation & Reporting

BUSINESS & DIGITAL TRANSFORMATION

Digital Transformation & Technology Modernization | Business Process Improvement | Business Process Automation | Digital Workflows & Forms | Business Automation Systems (BAS) | Requirements Analysis | Information Systems & Technology Solutions | Process Digitization & Operational Improvement

DATA, BUSINESS INTELLIGENCE & REPORTING

Microsoft Power BI | Power Query & DAX | Data Analysis & Visualization | Management & Operational Dashboards | SQL / SQL Server Reporting | Data Management & Data Quality | APIs & Data Integration Support | ArcGIS

DIGITAL DATA & DIGITAL HEALTH

KoboToolbox & Digital Data Collection | DHIS2-related Information Environments | Digital Health Information Workflows | Data Collection, Reporting & Visualization | User Training & Capacity Building | Development-Sector Technology Support

ENTERPRISE & COLLABORATION TECHNOLOGY

Microsoft 365 | SharePoint | Azure / Entra ID | AWS | Enterprise Information Systems | ERP / CRM Systems | Business Automation Systems | Information & Document Management

PROFESSIONAL EXPERIENCE

EMPHNET – Eastern Mediterranean Public Health Network

Amman, Jordan

IT Manager | September 2018 – August 30, 2026

- Led IT operations and coordinated technology initiatives supporting an international public health organization, distributed teams, projects, workshops, and external stakeholders.
- Developed and supported IT policies, procedures, technology operations, infrastructure, information systems, and digital services.
- Led and supported technology and digital transformation initiatives, coordinating stakeholders, technical teams, vendors, implementation activities, testing, deployment, and operational support.

- Developed **Power BI and ArcGIS dashboards** for data analysis, reporting, operational visibility, and management decision-making.
- Maintained and improved the **Business Automation System (BAS)**, supporting digital workflows, forms, automation processes, and SQL-based reporting.
- Designed and developed **KoboToolbox data-collection forms** based on programme and operational requirements.
- Worked with **Power BI, Power Query, DAX, SQL-based reporting, APIs, SharePoint, ArcGIS, KoboToolbox and DHIS2-related information environments**.
- Supported data processing, reporting, data visualization, information workflows, and integration of operational data.
- Administered and supported **Microsoft 365, SharePoint, Azure/Entra ID, AWS-related services, servers, networking, and cybersecurity controls**.
- Managed IT resources, inventory, technology services, operational procedures, and documentation.
- Coordinated technical support for meetings, workshops, programmes, and organizational activities.
- Provided technical guidance, user support, training, and capacity building for staff and programme teams.
- Supported digital health and development-sector initiatives involving data collection, reporting, dashboards, and information-management platforms.

Selected Digital & Development-Sector Contributions

- **Sudan Ministry of Health:** Delivered training/workshop sessions on **KoboToolbox and Microsoft Power BI**, supporting digital data collection, data management, analysis, reporting, visualization, and user capacity building.
- **Gavi Project – Sudan:** Supported digital data, reporting, Power BI and KoboToolbox activities and training within a public-health development context.
- **DHIS2 / Digital Health:** Supported information workflows and data environments involving DHIS2-related systems and reporting.
- **Business Automation System (BAS):** Supported workflow automation, forms, operational processes, and reporting.
- **RRT System – Ministry of Health, Iraq:** Provided technology support and coordination for an operational information system.
- **Consortium Data Management System:** Supported coordination of a multi-stakeholder data platform and related workflows.

Bsoft System

Amman, Jordan

IT Project Manager | June 2016 – September 2018

- Managed multiple IT projects from planning through implementation, ensuring delivery within agreed scope, schedule, and budget.
- Coordinated technical teams, clients, stakeholders, vendors, resources, and project activities across concurrent initiatives.
- Worked with stakeholders to identify requirements and translate business needs into practical technology solutions.
- Coordinated software implementation, testing, deployment, documentation, and post-implementation user support.
- Prepared project documentation, operating manuals, implementation plans, and project-related reports.
- Supported project delivery, issue resolution, stakeholder communication, and operational readiness.

Arab Assist MAPFRE

Amman, Jordan / Dubai, UAE / Bahrain

IT Manager | January 2015 – May 2016

- Managed IT operations and technology support across Jordan, UAE, and Bahrain.
- Established the IT environment for the Dubai office.
- Coordinated relocation of the Bahrain office with minimal operational disruption, supporting technology readiness and business continuity.
- Implemented video conferencing and telephony solutions that improved communication and reduced operational costs.
- Coordinated technology resources, vendors, telecommunications providers, and technical activities across multiple locations.
- Supported regional IT operations, infrastructure, security, and business continuity initiatives.

Bindar Trading & Investment Co.

Amman, Jordan

IT Manager | October 2008 – January 2015

- Established and managed the IT department and coordinated technology resources and operational processes.
- Conducted systems analysis and supported implementation of multifunctional information systems.
- Led technology implementation initiatives and coordinated system requirements with business operations.
- Supported enterprise business systems, technology infrastructure, and operational information requirements.
- Developed and maintained an electronic document archiving system to improve information organization and accessibility.

- Managed technology resources, hardware, software, licenses, and user support.
- Coordinated technical teams, vendors, and business users to support technology operations.

SIGMA Consulting Engineers Co.
Amman, Jordan

IT & Technical Department Supervisor | January 2007 – October 2008

- Managed IT infrastructure and technical operations.
- Coordinated day-to-day technical activities and user support.
- Developed centralized printing systems and optimized telephone systems to improve operational efficiency.
- Diagnosed hardware, software, network, and operating system issues.
- Evaluated technical requirements and recommended appropriate hardware and software solutions.

Jordan Tractor & Equipment Co. – Caterpillar Dealership
Amman, Jordan

Computer Section Supervisor | July 1994 – January 2007

- Supervised computer and IT operations across organizational branches.
- Led IT consolidation initiatives and improved system connectivity across branches.
- Supported systems implementation, technical operations, and user support.
- Conducted systems and technology audits supporting operational continuity and access to business information.
- Coordinated technical activities across multiple locations.

EDUCATION

Master of Business Administration (MBA)
Information System Technology Management
Al-Balqa Applied University, Jordan

Bachelor of Science (BSc)
Information Technology & Computing
Arab Open University – Jordan Branch
Approved by The Open University, UK

Diploma in Computer Science
Royal Scientific Society, Jordan

CERTIFICATIONS

- **Project Management Professional (PMP)** – Project Management Institute
- **AWS Solutions Architect**
- **ITIL Foundation**

TECHNICAL & DIGITAL TOOLSET

Project & Business: Project Management | Microsoft Project | Business Process Improvement | Business Automation | Requirements Analysis | Technology Implementation

Business Intelligence & Data: Power BI | Power Query | DAX | SQL / SQL Server | ArcGIS | Data Reporting | Data Visualization | Data Management

Digital Data & Health: KoboToolbox | DHIS2-related Environments | Digital Data Collection | Digital Health Workflows

Cloud & Collaboration: Microsoft 365 | Microsoft Azure | Microsoft Entra ID | SharePoint | AWS

Infrastructure: Windows Server | Active Directory | Networking | Virtualization | Backup & Disaster Recovery | IT Infrastructure

Enterprise Systems: ERP / CRM | Business Automation Systems | Information Management | Document Management | APIs / Data Integration Support

PROFESSIONAL STRENGTHS

IT & Technology Management | Project & Program Management | Digital Transformation | Business Process Improvement | Business Automation | Data & Business Intelligence | Stakeholder & Vendor Coordination | Technical Team Leadership | Requirements & Solution Coordination | Training & Capacity Building | Strategic Planning | Problem Solving | Multicultural & Multi-country Collaboration

LANGUAGES

Arabic: Native | **English:** Professional Working Proficiency