

# Siddiq Abdullah

## **CONTACT INFORMATION**

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## **OBJECTIVE**

IT professional, with many years of experience in training and technology seeking to excel in a career teaching college mathematics.

## **EDUCATION**

**Master of Science Computer Science** 1996  
North Carolina Agricultural and Technical State University, USA  
Greensboro, North Carolina, USA

**Bachelor of Science Computer Science** 1993  
North Carolina Agricultural and Technical State University, USA  
Greensboro, North Carolina, USA

## **COURSES TAUGHT**

- Pre-Calculus, Algebra, General Math
- Introduction to Computer Science
- Elementary and Middle School Level Math
- Preparatory exam course and tutoring for Elementary Math and English
- Networking
- Computer Hardware
- Operating Systems (Windows and Linux)
- Computer Programming

## **IT SKILLS**

### **OPERATING SYSTEMS**

- Unix
- Linux
- AIX
- Sun Solaris
- Mac OS
- Windows
- Cisco IOS

## **SOFTWARE PACKAGES**

- High Availability Cluster Multi-Processing
- Tivoli
- Remedy
- HP Openview
- ESM (Enterprise Security Manager)
- Netview
- Weblogic
- SQL
- Oracle
- NFS
- VMware
- MS Office

## **IT TRAINING**

- Cisco Routing
- RedHat Linux
- Project Management
- Customer Service
- Sun Solaris

## **IT CERTIFICATIONS**

- IBM Certified Professional (AIX)

## **EMPLOYMENT**

### **EDUCATIONAL WORK EXPERIENCE**

#### **Math Instructor**

9/10 – Current

#### **Alfaisal University**

Riyadh, Saudi Arabia

- Teaching the following courses
  - ▶ Introduction to Computer Science
  - ▶ Pre-Calculus
  - ▶ Algebra
  - ▶ General Math
  - ▶ GRE Prep

#### **IT Instructor and Coordinator**

8/97 – 3/02

#### **IAR School**

Durham, North Carolina

- Taught the following IT courses
  - ▶ Introduction to Computer Science
  - ▶ Introduction to Computer Programming
  - ▶ Computer Hardware
  - ▶ Basic Networking Concepts
- Member of the School's Board of Directors

#### **Director of Operations and Computer Instructor**

12/97 – 5/02

#### **Digital Training Solutions**

Durham, North Carolina

- Handled day-to-day operations of a technical training facility
  - ▶ Developed business development and operations plans
  - ▶ Created marketing strategies
  - ▶ Managed public relations issues
  - ▶ Provided job placement assistance for students

- ▶ Supervised lab instructors
- Handled Systems Administration for the Windows and Linux Environments
- Managed the network configuration, routers, switches, servers, and PCs
- Taught the following IT courses
  - ▶ Linux Operating Systems
  - ▶ A+ Hardware
  - ▶ Lab Assistant for Cisco CCNA courses

**Academic Coach**

1/03 – 5/04

**University Instructors**

Raleigh, North Carolina

- Academic coach and tutor for elementary students for subjects of math, reading, and writing in preparation for End-of-Grade Exam.
- Work with students in a group tutoring environment and one-on-one to master skills needed for their grade level.

**Graduate Teaching Assistant**

8/93 – 12/95

**North Carolina Agricultural and Technical State University**

Greensboro, North Carolina

- Taught lab and recitation classes
- Taught Introduction to Computer Science and C Programming

**IT WORK EXPERIENCE**

**Network Support Engineer**

10/05 – 9/10

**AT&T**

Durham, North Carolina

- Provide Tier 2 Support for AT&T's Interactive Voice Response Platforms
- Facilitate change management and implementation for the following servers and network devices
  - ▶ Sun servers
  - ▶ IBM servers
  - ▶ Cisco routers and switches
  - ▶ Nortel switches
- Provide training for platform and tools for Tier 2 Support personnel

**Call Center Support Technician**

6/03 – 6/05

**Kodak Services and Support**

Durham, North Carolina

- Provided hardware and technical support for the Kodak Picture Maker Product Line
- Provided technical support for installation and troubleshooting of networks in the Photo Lab environment

**Manager and Technician**

3/02 – 3/03

**Computer Services of Carolina**

Raleigh, North Carolina

- Managed a computer services and sales company which is an authorized service provider for IBM, Apple, HP, Lexmark, and Compaq
- Installed and supported servers and networks for small businesses
- Administered networks and servers
- Provided technical support and troubleshooting resolutions
- Maintained the company's website

**Team Leader**

7/98 – 3/00

**Shadow Solutions**

Durham, North Carolina

- Served as a Team Leader for a company that provided Helpdesk Support Services
  - ▶ Managed a team of helpdesk agents
  - ▶ Monitored agents' communication skills and provided feedback for improvement
  - ▶ Reviewed and evaluated agents' work performances
  - ▶ Assisted high-level management in developing the company's direction and vision
  - ▶ Resolved high-level technical problems
- Conducted training classes for all new agents

- ▶ Taught training classes in effective communication skills and problem solving techniques

### **Systems Management Integrator**

6/95 – 1/01

#### **IBM**

Research Triangle Park, North Carolina

- Provided systems administration support for Unix (AIX and Sun Solaris), Windows, and E-Business infrastructure servers
- Served as an Account Technical Leader
  - ▶ Wrote Statements of Work and Documents of Understanding
  - ▶ Participated in technical reviews for hardware solutions and problem request tracking
  - ▶ Developed work procedures and policies
- Served as a Technical Team Lead for IBM's employment recruiting program
  - ▶ Developed relationships with universities
  - ▶ Presented at recruitment fairs
  - ▶ Assisted university graduates seeking career placement

#### **AWARDS AND HONORS**

Upsilon Phi Epsilon Honor Society in the Computing Sciences (Undergraduate)  
Cum Laude (Graduate and Undergraduate)

#### **REFERENCES**

Patrick Bauer  
Director  
King Faisal Foundation's University Preparatory Program  
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