



FIRAS NAJJAR, PH.D.

Amman, Jordan • +962 796.644.761--966 596942631

Firas@vtech-sys.com • <https://www.linkedin.com/in/dr-firas-najjar-77672734/>

Google Scholar : <https://scholar.google.com/citations?hl=en&user=9GPxOJcAAAAJ>

IT CONSULTATION, MANAGEMENT AND TRAINER

Multifaceted management and technical career with 17-year record of accomplishment, leadership, innovation, and success

Hospitality system consultant with extensive experience in performing evaluations and guidance in software developments with excellent knowledge of computer networking, Data Science and machine learning. IT Management professional career with solid history of effective Project delivery, consulting and customer support. Proficient in the analysis, design, development and implementation of organizational operating systems. Skilled trainer and leader; able to direct multiple tasks effectively and master innovative software and tools.

CORE COMPETENCIES:

- ERP, Retail & Hospitality project management
 - Strategic Planning & Execution
 - Full Life Cycle Project Management
 - System Analysis / Process Modeling
 - Risk management and Assessment
 - Machine learning and Decision support
 - Network & Security Infrastructure
 - Customer service & User Training and Support
 - System integration
 - Data Science
-

ACHIEVEMENTS HIGHLIGHTS

- Use modeling approach to understand systems behavior and extract main features that characterize these behaviors.
- Utilize machine learning algorithms to detect the normal and abnormal behaviors.
- Managed projects processes and tools. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.
- Supported team members by improving methods and techniques used in the project to create products services.
- Analyzed and identified organizational needs to recommend IT requirements to ensure acceptable levels of security.
- Determined IT operations service requirements by analyzing needs; prioritizing modifications to core system applications.
- Planned, designed and developed many successful COTS software: ERP system, Reporting system, etc.
- Identified internal/external threats, devised business continuity plans to counteract potential business threats.
- Provided system integration between different software and databases.

PROFESSIONAL EXPERIENCE

Valuable Engineering Technology LTD, Executive Manager and machine learning expert, 2015–until now, Saudi Arabia

Company Executive Manager for the company operations in Saudi Arabia. I am responsible for relationship with vendors and clients. Additionally, I am involved in major ongoing IT projects.

Key Achievements:

- Managing different kinds of commercial off-the-shelf (COTS) software: ERP, POS and Hospitality projects.
- Managing projects through lifecycle of the projects: Planning, Executing, Monitoring & Controlling and project closure.
- Analyzing business processes and suggest software to make those processes more functional
- Managing system integration between different databases for a decision support system.
- Providing guidance throughout Agile project lifecycle & support several teams in different countries.
- Coordinating with other consultants to find more suitable solutions
- Providing team members with training and workshops.
- Working closely with team members and provided mentorship, guidance for the best interest of the project.
- Gathering, developed and implements functional and non-functional requirements.

- Managing risk assessment and risk mitigation processes.
- Managing project through the execution phases and did the monitoring and controlling.

PH.D. Candidate, USM University, 2013–2015, Malaysia

I was responsible for research and documenting testing results and I created drafts of the thesis under the direction of my supervisor and supervisory Committee.

Key Achievements:

- Worked closely with my faculty supervisor to enhance the security of IPv6 networks.
- Apply machine learning algorithms to detect Neighbor Discovery Protocol Anomalies.
- Model the behavior of Neighbor Discovery Protocol and define the main features.
- Maintaining contact and meeting regularly with my faculty advisor Send reports on regular basis to my supervisor.
- Wrote and defended my PH.D. thesis.

Valuable Engineering Technology LTD, Executive Manager, 2008–2013, Saudi Arabia

Liaised between company and vendors to manage and supply hardware and software solutions to support Enterprise Resource Planning for a myriad of programs.

Key Achievements:

- Managed IT departments and overseas IT and infrastructure projects.
- Managed different kinds of commercial off-the-shelf (COTS) software: ERP, POS and Hospitality projects.
- Managed project and team members by using a mixture between Waterfall and Agile best practices to have a smooth transformation and gain stakeholders support.
- Functioned as a Change Manager by improving internal processes, developing new vision, and redesigning website.
- Carried out an internal asset identification, classification and risk assessment of IT assets. Conduct gap-analysis.
- Successfully oversaw systems, network & telecommunication services, hardware & software standards.
- Spearheaded entire budget, accountable for developing appropriate technologies to meet business requirements
- Procured and implemented systems for vulnerability scanning, incident & configuration management & log collection
- Successfully oversaw systems, network & telecommunication services, hardware & software standards, and ICT specifications for the region as well as country offices.

AOS S.C., IT PROJECT MANAGER, 2004–2008, Jordan

Served as the IT subject matter expert, providing advisement on implementing new technology into ERP and Retail systems.

Key Achievements:

- Managed IT infrastructure projects using different technologies according to business owner's requirements.
- Managed company IT strategic planning Negotiated and managed contracts and SLA.
- Analyzed, developed & implement commercial off-the-shelf (COTS) software: Retail & POS systems.
- Performed designing, coding, testing and review of application.
- Designed and improved workflow processes.
- Assisted clients in drafting financial reports on customized software.
- Conducted training sessions for staff and clients.
- Supplied and configured computer hardware
- Monitored daily business operation to design programs
- Provided customized software for tracking progress report of employees

AOS S.C., IT ARCHITECTURE AND IMPLEMENTER, 2003–2004, Jordan

I was responsible of creating needed software and Network architecture for clients and I planned and did the implementation of these systems.

Key Achievements:

- Installed and configured local area networks (LANs).
- Installed and configured Wireless LANs (WLANs).
- Installed and configured VPN connection between sites.
- Installed configured, maintained and backup windows OS.
- Provided Hardware and software maintenance.
- Provided IT support for Various clients.

PHILADELPHIA UNIVERSITY, COMPUTER LAB ASSISTANT, 2001–2001, JORDAN

I was responsible for aiding students and faculty. I Performed basic computer hardware and software troubleshooting.

Key Achievements:

- Support computer lab operations.
- Support faculty and students to use computer software and hardware.
- Present on software packages and applications and develop lab templates.
- Respond to queries and introduce students to use of computers and peripheral equipment.
- Manage laboratory software, test materials and hardware to ensure security.
- Log equipment damage and malfunctions.
- Extend assistance towards computers and printers' support.
- Clean, review and handle minor equipment maintenance to assure its.

EDUCATION

- PH.D. degree in Computer Science - Internet Infrastructure Security – USM University, Malaysia.
- Master's degree in computer information systems – Yarmouk University, Jordan.
- Bachelor's degree in Computer and Information Systems – Philadelphia University, Jordan.

TITLES OF THESIS

- PH.D.: ENHANCED TECHNIQUES FOR DETECTION AND CLASSIFICATION OF NEIGHBOR DISCOVERY PROTOCOL ANOMALIES.
- M.S.: Modified-HMAC "HMAC Function with Dynamic *ipad* and *opad*".

RESEARCH INTERESTS

- Network Behavior Modeling.
- Data Science.
- Machine Learning.
- Network Infrastructure Security

LANGUAGES

English (Fluent), Arabic (Fluent).

CERTIFICATION AND TRAINING

Data Science

- EDRAAK- Data science and machine learning
- IBM Data Science Orientation
- IBM Data Science Methodology
- IBM Open Source Tools for Data Science
- IBM Data Visualization with Python
- IBM Data Analysis with Python
- IBM Python for Data Science and AI
- IBM Machine Learning with Python

Networks

- Advanced IPv6 Engineer 2
- IPv6 Engineer 1

MCSE, Microsoft Certified Software Engineering.

- Course 2275: Maintaining a Microsoft Windows Server 2003 Environment.
 - Course 2276: Implementing a Microsoft Windows Server 2003 Network Infrastructure: Network Hosts.
 - Course 2277: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services.
 - Course 2278: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure.
 - Course 2279: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure.
 - Course 2285: Installing, Configuring, and Administering Microsoft Windows XP Professional.
 - Course 2282: Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure.
 - Course 2400: Implementing and Managing Microsoft Exchange Server 2003.
-

PUBLISHED PAPERS

- ***Detecting Neighbor Discovery Protocol-Based Flooding Attack Using Machine Learning Techniques*** F Najjar, MM Kadhum, H El-Taj - Advances in Machine Learning and Signal Processing, 2016
 - ***Reliable behavioral dataset for ipv6 neighbor discovery protocol investigation***,F Najjar, MM Kadhum - IT Convergence and Security (ICITCS), 2015 5th ..., 2015
 - ***IPv6 change threats behavior***, F Najjar, H El-Taj - International Journal of Advanced Computer Science ..., 2015.
 - ***A Study to investigate the possibility of using a decision-making model with IPS***, Homam El-Taj, Hiba Al-Senawi, Firas Najjar, Canadian Journal on Network and Information Security Vol. 3 No. 1, August 2012
 - ***Intrusion Detection and Prevention Response based on Signature-Based and Anomaly-Based: Investigation Study***, Homam El-Taj, Firas Najjar ,Hiba Al-Senawi, Mohannad Najjar, IJCSIS Vol. 10 No. 6, June 2012,ISSN 1947-5500.
 - ***"d-HMAC" dynamic HMAC function***, Mohannad Najjar, Firas najjar, DepCos Poland, May 2006
-

SKILLS

- Strong and deep knowledge of Software designing and configuration.
 - Skilled in usability testing and software architecture.
 - Critical thinking and Strong problem-solving skills.
 - Excellent communication and interpersonal skills.
 - Excellent Project management skills
-