

PROFESSIONAL SUMMARY

Results-oriented IT Manager, Professor, and university chair with over 20 years of experience in higher education and information technology across the UAE and the United States. With a distinguished tenure at a prestigious university in Dubai, I have excelled in strategic planning, successfully integrating cutting-edge technologies to align with institutional objectives. My expertise in IT governance, risk management, compliance, and digital transformation has enhanced operational efficiency and strengthened data security measures. Concurrently, as Professor at Western Covenant University and International American University, Los Angeles, California, I have developed and delivered dynamic curricula that combine theoretical foundations with practical applications, empowering students to excel in the evolving IT landscape. My research interests include Artificial Intelligence, cybersecurity workforce readiness, business analytics, and technology-driven transformation in higher education. By leveraging extensive industry experience and staying abreast of emerging technologies, I have effectively mentored students, fostered critical thinking, and prepared them to tackle real-world challenges. With a passion for innovation and dedication to academic excellence, I am poised to contribute to organizations seeking visionary IT leadership and educational institutions committed to shaping future IT professionals.

CAREER EXPERTISE

Adjunct Professor: (6 April 2026 – Continue)

Western Covenant University, Los Angeles, CA

I currently serve as an Adjunct Professor at Western Covenant University, Los Angeles, teaching undergraduate and graduate courses. My responsibilities include designing and delivering comprehensive course materials, implementing interactive and practice oriented instructional strategies to enhance student engagement, and actively contributing to curriculum development. I also support students' academic growth through guidance and mentorship while participating in initiatives that maintain and improve the overall quality and effectiveness of the educational program.

Business Analyst: (1st April 2026 – Continue)

Freedom Shopping LLC, Los Angeles, CA

I serve as a Business Analyst at Freedom Shopping LLC, where I am responsible for conducting requirements gathering and documentation, as well as performing data analysis to support informed decision-making. My role involves identifying process inefficiencies through gap analysis and recommending improvements to enhance operational performance. I collaborate closely with stakeholders, delivering insights through presentations and reports, and provide support during user acceptance testing (UAT) and system implementation. Additionally, I monitor e-commerce trends and industry developments to contribute to strategic planning and organizational growth.

Adjunct Professor: (15 August 2025 – Continue)

International American University, Los Angeles, CA

Currently serving as a Part-Time Assistant Professor at IAU in Los Angeles. In this role, I am responsible for delivering undergraduate and/or graduate-level courses, primarily in the areas of Information Technology and Business Analytics. My responsibilities include preparing course materials, engaging students through practical and interactive teaching methods, supporting curriculum development, and contributing to academic growth.

IT Assistance: (16 September 2024 – 31 July 2025)

International American University, Los Angeles, CA

- Provide technical support to faculty, staff, & students for hardware/software issues.
- Assist in maintaining and troubleshooting computer systems and networks.
- Manage user accounts and permissions in various systems.
- Install, configure, and update software applications.
- Monitor network performance and assist with security protocols.
- Train users on new technologies and create user documentation.
- Manage IT inventory and track equipment and software licenses.
- Collaborate with the IT team on projects and technology implementations.

Business Analyst & E-Marketing Coordinator: (1st October 2023 – 30th April 2024)

Walana Enterprise, 345 S Manhattan Place, Los Angeles, CA 90005

As a Marketing Coordinator, I optimized property marketing and tenant attraction to enhance investment value. I managed inquiries, tours, and leasing processes while integrating e-commerce tools for streamlined online listings and promotions. Additionally, I am proficient in using multiple applications such as RESMAN and Blue Moon to support efficient property management operations.

Research Papers and Conferences

› A research paper titled "Cloud architectures for healthcare: A multi-modal integration of ai, IOT, and blockchain for predictive clinical analytics." International Journal of Artificial Intelligence in Medicine, 4(1). February, 2026

DOI: [10.34218/ijaimed.04_01_002](https://doi.org/10.34218/ijaimed.04_01_002)

› A research paper titled "From Traditional BI to Intelligent Analytics: The Rise of AI-Driven Solutions for Accuracy, Speed, and Strategy" International Journal of Artificial Intelligence in Business, 4(1), 1–14 January, 2026

DOI: [10.34218/ijaib.04_01_001](https://doi.org/10.34218/ijaib.04_01_001)

› A research paper titled "The Role of Artificial Intelligence in Education: Transforming Administration and Leadership for Revolutionizing Education" at the National Conference on Sustainable Business Strategies for a Shared Future, February 22, 2025.

DOI: [10.21567/adhyayan.v15i1.02](https://doi.org/10.21567/adhyayan.v15i1.02)

› A paper titled "Blockchain-Enabled Academic Credential Verification in the USA" has been published in ADHYAYAN-2025, a journal indexed in EBSCO

DOI: [10.21567/adhyayan.v14i2.07](https://doi.org/10.21567/adhyayan.v14i2.07)

› A paper titled "Leveraging AI for Accurate Time Series Forecasting" has been published in the International Journal for Global Academic & Scientific Research (IJGASR-2024) (ISSN: 2583-3081)

DOI: [10.55938/ijgasr.v3i4.154](https://doi.org/10.55938/ijgasr.v3i4.154)

› A paper titled "Modernizing the U.S. Educational System by Elevating Teaching Methods and Student Performance through Human- Computer Integration, Data Analytics, and Other

Head of IT & Engineering Department (9 August 2022 – 8 August 2023)
Al Dar Academy for Vocational Education P.O. Box: 35529, Al Garhoud, Dubai, UAE.

As a Marketing Coordinator, I optimized property marketing and tenant attraction to enhance investment value. I managed inquiries, tours, and leasing processes while integrating e-commerce tools for streamlined online listings and promotions. Additionally, I am proficient in using multiple applications such as RESMAN and Blue Moon to support efficient property management operations.

Duties and Responsibilities

› Ensuring NQA's delivery standards are maintained. › Ensuring that assessment criteria are based on the standards of the NQA framework. › Responsible for developing, managing, monitoring, and evaluating the internal quality and assessment processes. › Reviewing the assessment plans, tools, and assessment decisions that are consistent with competency requirements. › Ensured data governance, privacy, and protection in line with institutional and regulatory requirements.	› Manage the learning process for new learners and develop timetables and learning maps for each learner to meet NQA qualification requirements. › Conducting assessments of learners according to specific criteria that meet the qualification. › Collecting the data and evidence needed to end the assessment process of learners. › Using fair, Correct, and adequate assessment methods for the learners. › Conducted staff training and awareness of IT programs for best practices.
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As Chairperson & Lecturer (Faculty) (1st Sept 2019 – 5th August 2022)
Al Dar University College, P.O Box: 35529, Al Garhoud, Dubai, UAE.

Duties and Responsibilities

› Planned and implemented curriculum to teach up-to-date technology to students at the undergraduate level. › Set up computers and networking systems and delivered step-by-step instructions. › Collaborated with teachers and administrators to discuss academic needs. › Assessing coursework and material. › Involved in setup of exams and marking. › Participated in faculty recruitment, onboarding, and performance evaluations. › Departmental administrative tasks. › Led accreditation processes and ensured compliance with academic and regulatory standards. › Contributed to institutional strategic planning, policy development, and academic governance. › Organized workshops, seminars, and training sessions to promote academic excellence and faculty development.	› Providing mentoring, advice, and support to students on a personal level. › Member of Exam Committee for Quality Assurance. › Prepared monthly report for students. › Led departmental planning, vision, and academic strategy. › Monitoring academic progress. › Monitoring LMS activities. › Provide department reports and official documents to the Ministry of Education. › Involved in the research and design of new courses and teaching materials. › Research & Academic Development. › Ensured implementation of outcome-based education (OBE) practices and assessment strategies. › Conducted academic advising and career guidance sessions to support students' professional development & progression. › Member of Quality Assurance.
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As Lecturer (Faculty) (1st April 2016 – 31st August 2019)
Al Dar University College, P.O. Box: 35529, Al Garhoud, Dubai, UAE.

Innovative Technologies” was presented at the IEEE IATMSI- 2024 conference on March 14, 2024 and has been published in the International Journal IEEE (Institute of Electrical and Electronics Engineers)
DOI: 10.1109/IATMSI60426.2024.10503523

- › A paper titled “Paradigm Shift in Classroom Management: A New Way of Developing Education Business with Marketing of Classroom Management Software” was published in ADHYAYAN: A Journal of Management Sciences, 8(02), (2019).
DOI: 10.21567/adhyayan.v8i1.14504
- › The Effectiveness of Virtual and Augmented Reality in Improving Student Learning and Engagement (February 09, 2023)
link: [Virtual & Augmented Reality](#)
- › Seeing the big picture: how big data analytics and visualization are transforming business decision-making. (April 06, 2023)
Link: [Big data Analysis & Visualizations in Business Transform.](#)
- › Cyber Security, Cyber Crime, and Cyber Forensics: Investigating Interdisciplinary Strategies for Improving and Enhancing Digital Resilience. (April 2023)
Link: [Investigating Interdisciplinary Strategies](#)
- › What Conditions can be identified by an EEG? (August 7, 2022).
Link: [The EEG signals Identification](#)
- › The five most significant developments in cyber security in 2022. (August 12, 2022)
Link: [Cyber Security Development](#)
- › AEA International: Attending ICAEA International Conference Held on the 17th – 18th of March 2018.
- › ATD 2021 Middle East Conference and Exhibition. Dubai Held on 29th - 30th June 2021.
- › The Sharjah International Conference on Education in Post-COVID-19 Held on 14th -16th March 2022.
- › RESEARCH GRADUATE: Certificate of Introduction to Research. Held on 21st November 2021
- › RESEARCH GRADUATE: Certificate of Choosing Research Topics Held on 28th November 2021.
- › Pearson Training Events: Attended a training event for the Implementing Pearson BTEC HN in Computing from October 24 to October 28, 2022.

Served as a Lecturer, responsible for planning and delivering undergraduate-level curriculum aligned with current and emerging technological advancements. Key responsibilities included evaluating student coursework, designing and grading examinations, and consistently monitoring and supporting students' academic progress and performance. Collaborated closely with faculty members and academic administrators to fulfill curriculum requirements and enhance the overall quality of instruction and learning outcomes. Contributed to departmental administrative functions, actively participated as a member of the Examination Committee to support quality assurance and academic integrity processes, and prepared comprehensive periodic academic and performance reports. Additionally, monitored and facilitated online learning activities, developed and updated course materials, and contributed to the design and development of new courses and programs. Ensured institutional compliance by preparing and submitting official documentation and reports in accordance with Ministry of Education regulations and standards.

As IT Manager (1st April 2008 – 31st March 2016)

Al Dar University College, P.O. Box: 35529, Al Garhoud, Dubai, UAE.

Duties and Responsibilities

› Supported accreditation processes by aligning IT systems with academic quality standards. › Implemented and managed information security frameworks, including risk assessment and incident response procedures. › Develop & implement IT policies › Managing the IT budget › Ensuring network security › Managing hardware and software › Providing IT support to students › In charge of online backups for student projects stored in a database. › Staying up-to-date with emerging technologies › Create student progress visualization reports for instructors. › Managed cloud services, storage solutions, & virtualization technologies.	› Develop / Maintain academic software › Developing disaster recovery plans › Analyze student's activities through data visualization. › Developing IT training programs. › Managing multimedia services. › Managing online training programs › Providing IT strategic planning › Provided technical leadership in system integration and automation of academic and administrative workflows. › Conducted staff training and awareness programs for IT best practices. › Led digital transformation initiatives to enhance academic and administrative processes. › Managed enterprise systems such as Learning Management Systems (LMS), Student Information Systems (SIS), CRM, and ERP platforms.
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IT Administrator (1st Sept 2007 – 15th March 2008)

Al-Asif Documentations. Rolla, Sharjah, UAE

I ensured network security and data protection by implementing appropriate security measures and protocols. I maintained hardware and software for optimal performance and stayed updated with emerging technologies. I also supported IT strategic planning, collaborated across departments on projects, implemented IT policies, and developed disaster recovery plans to ensure continuity and reduce risks.

EDUCATION

MBA 2023 - 2025	Master of Business Administration (Business Analytics) International American University, Los Angeles, CA, USA.
MS-IT (MIT) 2005 – 2007	Master of Science in Information Technology Preston Institute of Management, Science, & Technology, Karachi, Pakistan
BS-IT (BIT) 2002 – 2005	Bachelor of Science in Information Technology Preston Institute of Management, Science, & Technology, Karachi, Pakistan.
D Com 1995 - 1997	Diploma in Commerce. Government Commerce College, Gujranwala, Punjab Board of Technical Education, Lahore, Pakistan.
Metric 1994	Secondary School Certificate Board of Intermediate and Secondary Education, Gujranwala, Pakistan.

› **Pearson Event for Quality Assurance:**
Attending the Pearson event on December 1, 2022

› Attended a training event for the Implementing Pearson BTEC HN in Computing from October 24 to October

Waiting for Paper Acceptance:

› A Machine Learning Approach to Analysing and Improving Cybersecurity Workforce Readiness in the United States

› AdaShield: An Explainable and Adaptive Reinforcement Learning Framework for Cybersecurity Workforce Readiness

› Generative AI and Intelligence Augmentation (IA): A New Framework for Human-AI Collaboration

As Paper Reviewer: (2026 IEEE International Conference on Future Machine Learning and Data Science, Kobe, Japan)

› Addressing Privacy Concerns in Contactless Geo-Tagged Imagery

› Beyond Classification Accuracy: Quantifying Fingerprint Complexity in Encrypted Darknet Services

› A Comparative Evaluation of Conventional and ML-based Active Fingerprinting for OS and Version Identification

Memberships & Associations

› IEEE (Advancing Technology for Humanity) Member # 97277696

› Rode Tulp Film Festival (rtff.nl)

List of IT Certifications

› Strengthening Cybersecurity Defenses

› CompTIA for Cybersecurity Essentials

› IBM Cyber Security Analyst Certificate

› Cyber Security Techniques

› Cyber Security Intelligence Fundamentals

› Cyber Security Analytics

› AI for business analysis

› AI and ChatGPT for marketing

› Artificial Intelligence Fundamentals

› Machine learning

› Advanced Excel

› Introduction to Computer Security

› Data Engineering

› Mastering Microsoft Power BI

› Network Forensics

› Digital Marketing E-Commerce

› MATLAB Onramp

› Data Visualization Using Tableau

TECHNICAL SKILLS

Data Analysis & Visualizations	Proficiency in tools such as Excel, Python, and Tableau which are essential for analysis.
Programming	Knowledge of programming languages such as Python, Java, & C++
Database Management	I understand how to design, implement, and manage databases using multiple tools such as MySQL and SQL Server.
Web development	Skills in HTML, CSS, JavaScript, and various
Cybersecurity	Understanding of security protocols and technologies, including firewalls, intrusion detection and prevention, encryption, and authentication, is crucial for security analysts and cybersecurity professionals.
Networking	Knowledge of network protocols and technologies such as TCP/IP, DNS, and VPNs is essential for network engineers and administrators
Operating systems	Familiarity with operating systems such as Windows, Linux, and mac OS is necessary for most IT roles
Online Teachings	Familiar with common tools like Zoom, Google Classroom, Quizlet, and Padlet

AWARDS & RECOGNITIONS

- **Best Alumni Award:** Awarded by International American University in recognition of distinguished professional achievements and contributions. Received on February 13, 2026.
- **Best Academic Achievement Award:** Awarded in recognition of outstanding academic performance and excellence. Received in 2024.
- **As Chairperson:** Acknowledgment of Dedicated Service and Admirable Performance as Chairperson, Department of General Education (2019–2022). Issued August 31, 2022.
- **Certificate of Appreciation for Exemplary Performance:** Awarded for outstanding dedication and performance as a Lecturer in the School of IT (2018). Presented on March 10, 2019.
- **As IT Manager:** Certificate of Endorsement for Outstanding Performance and Key Contributions as IT Manager. Issued September 30, 2015.

REFERENCES

Dr. Afifi, Mohammed

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Dr. Meraj Naem (PhD in Strategic Management and possess)

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Dr. Beenu Mago

Associate Professor in Skyline University College, Sharjah
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<https://www.linkedin.com/in/beenu-mago-03287153/>
<https://scholar.google.com/citations?hl=en&user=alKmVz4AAAAJ>

- › Classification of Deep Learning for A.I.
- › Pearson Quality Insurance Certificate
- › Microsoft Certified Professional ID 1975906
- › ICDL Certification
- › ICDL Profile Certificate
- › Brain bench Certification NT workstation
- › Intellectual Property
- › Certificate of Leases Property
- › Real Estate Finance Fundamentals
- › Real Estate Investing in New York

Areas of Expertise

- › Tableau for Data Visualization
- › Data Science
- › System Administration and Maintenance
- › Innovation, E-business, E-Marketing & Entrepreneurship.
- › Languages: C++, Python, HTML, Java
- › Network Infrastructure and Security
- › Cloud Computing
- › Database Management
- › Data Security
- › Web Development and Programming
- › Cybersecurity and Risk Management
- › Troubleshooting, Problem-Solving
- › Software Development and Coding
- › Data Analytics and Visualization
- › Digital Marketing and Social Media
- › Financial Analysis
- › IT Project Analysis

List of Courses Taught

- › Innovation and Entrepreneurship
- › Information System
- › Computer Application
- › Business Math
- › Critical Thinking
- › Internet Programming
- › Web Applications
- › Networking
- › Web Development
- › Introduction to Digital Media
- › Operating System
- › E-Commerce
- › Business Strategy and Policy
- › Information Security
- › Introduction to Computer System
- › Database Design
- › Cyber Security
- › IT and Society
- › Introduction to Information Tech
- › Digital Platform & Online Marketplaces