




**Alaa  
Mansour**


**DATE OF BIRTH:**  
04/03/1990

## CONTACT

**Nationality:** Italian,  
Palestinian (Autonomous  
Palestinian Territories)

**Gender:** Male

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20013 Magenta, Italy

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## WORK EXPERIENCE

**01/10/2020 – 31/03/2021** – Milano, Italy

### ICT network administrator

SolunicaNet SRL

Install, manage and configure the network for the clients.

Manage and troubleshoot Windows Server, domain controller, active directory, group policy, switches, firewall, ..etc

**28/09/2019 – 05/01/2020**

### Specialist

Apple

- uncovering customers needs, then following through with enlightening solutions.
- Guiding advising, selling, and even setting up clients new products.
- Maintaining visual merchandising and assisting team members.
- Staying on top of news about products and initiatives and apply my learning in customer interactions.

Milano, Italy

**02/07/2018 – CURRENT** – Magenta, Italy

### ICT consultant

Freelancer

- Design websites
- Design and maintain business networks
- Information consultant: study , analyze create and maintain business network, installation servers, router and VPN, installation and maintenance of office equipments, installation and updates of softwares.

**02/03/2015 – 30/06/2018** – Milano, Italy

### ICT network administrator

Sestante SRL

Windows Server administration

keeping up-to-date the operation systems and endpoint devices

Manage and control the file server

**11/03/2011 – 31/12/2014**

### Systems Administrator

Almasri Industrial Machine Engineering Company

- Computer equipment operator
- Systems and Networks Administrator
- Server and Website Administrator
- Data Entry
- Accountant data entry and reports organization
- Graphic Designer

Qaqlilia, Autonomous Palestinian Territories

**2012 – 2013**

### Special education teaching associate professional

Al-Shiraa Cultural Center

English language teaching secondary school students

Qalqilia, Autonomous Palestinian Territories

2009 - 2011

## Photographer

Studio Alnoor

- Photographer
- Graphic Designer
- Photo Editor
- Video Editor

Qalqilia, Autonomous Palestinian Territories

## EDUCATION AND TRAINING

2008 - 2014 - Qalqilia, Autonomous Palestinian Territories

### English Language and its Teaching Methods

Al-Quds Open University

2002 - 2008 - Qalqilia, Autonomous Palestinian Territories

### Secondary High School Certificate - Scientific Stream

Al-Saadiah Secondary Boys School

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Arabic

**OTHER LANGUAGE(S):**

### Italian

<b>Listening</b> C2	<b>Reading</b> C1	<b>Spoken production</b> C2	<b>Spoken interaction</b> C2	<b>Writing</b> C1
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### English

<b>Listening</b> C2	<b>Reading</b> C2	<b>Spoken production</b> C2	<b>Spoken interaction</b> C2	<b>Writing</b> C2
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## DIGITAL SKILLS

### Server - Network

Microsoft Azure / Use, configure and manage of the networks from installing Firewall to VPN / Virtualization technologies (ESXI, vSphere, Workstation, KVM, VirtualBox) / Support for MacOS / Windows System Administration (Domain Controller, Active Directory, GPOs, Clustering, DNS, DHCP) / System administration (Completely manage Windows, Linux based operating systems)

### Server - Web

Postfix Mail Relay / Configure and manage Web application services like Apache, Nginx, MySQL and services of the server / Web Hosting (Filezilla Cpanel Directadmin Plesk)

### Websites

HTML5 + CSS3 / Manage and configure Wordpress and ecommerce / Create, modify and manage websites

### Graphics

Photo Editing Skills (Photoshop, Lightroom)

### Translation

Translation (English-Arabic, Arabic-English, Italian-Arabic, Arabic-Italian)

## NETWORKS AND MEMBERSHIPS

### Memberships

Volunteer at the Croce Bianca Milano sezione Magenta <https://www.crocebiancamagenta.org>

## ORGANISATIONAL SKILLS

### Organisational skills

- good organisational skills gained as teacher of English language at Al-Shiraa Cultural Center and doing the CAPM® course

## COMMUNICATION AND INTERPERSONAL SKILLS

### Communication and interpersonal skills

- Excellent interpersonal and communication skills acquired during my experience as a volunteer for the fundraising of non-profit associations in the field of human rights such as Doctors without borders and Terres des hommes.

## OTHER SKILLS

### Other skills

Pastry: 120-hour professional certificate in Pastry and HACCP certificate in a professional school in Milan (Food Genius Academy) viale Col di Lana, 8, 20136 Milan (Italy) <https://www.foodgeniusacademy.com>

## CERTIFICATIONS

### EF SET Certificate

English Language Level: C2 Proficient

<https://www.efset.org/cert/4dQT63>

### Certified Associate in Project Management (CAPM)®

[https://www.credly.com/badges/c081874b-4651-40e2-b898-0b9294476e86/public\\_url](https://www.credly.com/badges/c081874b-4651-40e2-b898-0b9294476e86/public_url)

### Microsoft Azure Administrator Associate

[https://www.credly.com/badges/b31a41da-c36a-41c9-9ca6-c6666b2dd6bd/public\\_url](https://www.credly.com/badges/b31a41da-c36a-41c9-9ca6-c6666b2dd6bd/public_url)

## COURSES

### Courses

#### Introduction to Project Management

THE UNIVERSITY of ADELAIDE, Australia (Online)

#### Stanford Introduction to Food and Health

Stanford University, Stati Uniti (Online)

#### Child Nutrition and Cooking

Stanford University, Stati Uniti (Online)

## LEGAL NOTICE

### Legal Notice

*In compliance with the GDPR and Italian Legislative Decree no. 196 dated 30/06/2003, I hereby authorise the recipient of this document to use and process my personal details for the purpose of recruiting and selecting staff and I confirm to be informed of my rights in accordance to art. 7 of the above mentioned Decree.*