

# PHILIP DAOUD

Information Technology Specialist / Manager

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## PROFILE

A dynamic and innovative IT professional with over 20 years of experience in the field of ICT, management, consulting, and training. Passionate about harnessing the power of technology to transform education, enhance learning processes, and bridge the gap for marginalized youth. Adept at designing and implementing cutting-edge solutions that drive educational outcomes and promote digital inclusion. As a resourceful project leader, I excel at coordinating multidisciplinary teams, spearheading complex initiatives, and fostering a culture of collaboration and continuous improvement.

## EXPERIENCE

### AVP for Information Technology Services

*Bethlehem University, 2014-Present*

- Led the restructuring of the IT support team into a full-service department, streamlining operations and improving service delivery across infrastructure, servers, audio-visual systems, educational technology systems, and in-house software development.
- Developed and executed a multi-year strategic plan for the IT department, aligning IT goals with the University's overall strategic plan and ensuring technology remains current and effective in supporting educational and administrative objectives.
- Drove the research, evaluation, and implementation of innovative technologies, optimizing their use in various educational and operational contexts to enhance learning outcomes and improve overall efficiency.
- Spearheaded the design and implementation of online and blended learning initiatives, fostering a technology-driven learning environment and expanding access to education for a diverse student population.
- Managed a cross-functional team, fostering collaboration and professional growth while overseeing resource allocation, budgeting, and performance evaluations.
- Established and maintained strong relationships with key stakeholders, including faculty, administration, and vendors, to ensure seamless integration of technology solutions and ongoing support for users.
- Ensured IT policies, procedures, and security measures adhered to industry best practices and regulatory requirements, safeguarding the University's data and technology assets.
- Monitored key performance indicators and IT service metrics to assess the effectiveness of implemented solutions and identify areas for continuous improvement.

### IT and e-Learning Consultant, Trainer, and Web Developer

*Freelancer, 2000 - Present*

- Successfully researched, tested, customized, and implemented a Course Management System for the first online professional diplomas for SMEs in Palestine, funded by the World Bank, expanding educational opportunities for local professionals.

## PRO SKILLS

IT Project Management  
Team Leadership  
Web Development  
IT Strategy & Planning  
IT Consultancy  
Training & Workshop Facilitation  
Strategic Planning & Execution  
Educational Technology Integration  
e-Learning Design & Implementation  
Systems Administration  
Network Administration  
Stakeholder Engagement

## SOFT SKILLS

Problem Solving & Analytical Skills  
Active listener  
Effective communicator  
Collaborative Mindset  
Self-motivation  
Creativity  
Multitasking  
Critical Thinking  
Adaptability  
Presentation Skills  
Multitasking

- Designed, developed, and implemented dynamic websites and web applications for a diverse client base effectively addressing their unique needs and requirements.
- Delivered tailored IT consultancy and support services, empowering clients to adopt new technologies and optimize their business processes for increased efficiency and profitability.
- Conducted comprehensive hands-on training workshops on various IT topics, sharing expertise with individuals and institutions to enhance their technical skills and support their professional development.
- Developed customized e-learning solutions, integrating technology and pedagogy to create engaging and effective learning experiences for a wide range of learners.
- Managed multiple projects simultaneously, ensuring timely delivery of high-quality solutions while maintaining strong client relationships and fostering repeat business.

### **Systems Administrator**

*Bethlehem University, 2011 - 2014*

- Designed, analyzed, and implemented the first campus-wide wireless network to support teachers and students.
- Led the work on a project to implement a new Donor Relations and Constituent Management System and Website at the University.
- Provided consultancy and advice to various University departments on utilizing technology solutions to improve their performance and ability to serve the University community.

### **Communications and Alumni Relations Manager**

*Bethlehem University, 2009 - 2011*

- Spearheaded the creation of the first Alumni Relations Office at Bethlehem University.
- Secured funding to establish a Career Development Program from individual and organizational donors.

### **Project Manager**

*ICP/Bethlehem University, 2008 - 2009*

- Planned, managed, and monitored the implementation of a World Bank-funded project to establish the LaSalle Center for Entrepreneurship and Incubation.
- Developed TORs, recruited and managed project team members and consultants.
- Developed RFQs and other procurement documents for equipment and furniture needed for the new center.

### **Unix Administrator / Webmaster**

*Bethlehem University, 2002 - 2009*

- Pioneered the design and development of the first online academic portal for the University, enhancing the user experience for students and faculty members while improving access to essential resources and facilitating online collaboration.
- Redesigned and maintained the University's public and internal websites, seamless navigation, user-friendly interfaces, and up-to-date content that aligned with the organization's branding and objectives.
- Introduced and promoted the use of online course management system for the first time at the University.

## **PROFFESIONAL DEVELOPMENT**

Instructional Design for eLearning  
Online Courses

Teaching In a Digital World  
Catholic Distance University

Entrepreneurship Education -  
Theory to Practice  
PICTI / UC Berkeley University

Social Entrepreneurship and  
Innovation Workshop  
Liverpool Hope University, UK

Training Of Trainers and  
Consultants Program  
MsM University, Netherlands

Host Based Internetworking for  
Trainers Workshop  
Keio University, Japan

Host Based Internetworking  
Technology Workshop  
San Jose State University, USA

## **EDUCATION**

BS Engineering  
Wright State University, USA  
1993

## **LANGUAGES**

Arabic | English

