

# Haidar AL-Madi

## Administrative Operations & IT Support Officer

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### *Professional Summary*

Multi-skilled, fast learner, with over 5 years of extensive field practical experience in operational management, technical support, and team leadership within the retail, restaurant, and services sectors. I possess a unique blend combining field operations, project management and development, and technical support. I am characterized by analytical logic and a high capability for immediate technical and operational problem solving, time management, and risk assessment. I seek to employ my comprehensive experience in a professional work environment that appreciates strategic vision and invests in my dynamic operational and technical competence.

### *Professional Experience*

#### **Al-Awn Restaurant Group | Operations & Logistics Officer / Cashier (January 2026 – Present):**

Operating and managing Point of Sale (POS) systems with high efficiency, ensuring complete accuracy in processing financial transactions and preparing daily reports. Managing concurrent order flows and effective coordination between customers, the kitchen, and delivery companies. Resolving immediate technical and operational problems on the operational floor. Applying emotional intelligence skills in resolving customer complaints and containing difficult situations.

#### **Salourah Al-Shahba | Sales and Operations Officer (2022 – 2024)**

Managing daily store operations, supervising sales activities, and ensuring compliance with quality and hygiene standards. Managing financial transactions and the cash drawer accurately, conducting periodic inventory counts, and monitoring stock levels.

Royal Land Family Pool | Supervisor and Events Coordinator (2021 – 2022): Supervising daily operational activities, organizing events and occasions, and managing staff to ensure excellent service delivery. Financial responsibility, organizing ledger books, accurately recording employee attendance, and maintaining safety standards.

#### **Floor Captain | Tiki Bar (2019 – 2021):**

Managing floor operations, supervising staff and trainees, and ensuring customer satisfaction and smooth order flows. Training and mentoring new employees and introducing them to service standards.

### *Certificates, Training Courses, and Professional Qualifications*

**Google IT Support Professional Certificate:** Google, May 2026. Internationally accredited (ACE / FIBAA).

**Google Project Management Professional Certificate:** Google, July 2026. Internationally accredited (ACE / FIBAA).

**Google Digital Marketing & E-Commerce Professional Certificate:** Google, July 2026. Internationally accredited (ACE / FIBAA).

**Introduction to Cybersecurity:** Cisco Networking Academy, July 2026. (Accredited by Cisco).

**Introduction to Modern AI:** Cisco Networking Academy, July 2026. (Accredited by Cisco).

**Professional Project Management Course (PMP):** Omran Alshoha Center, May 2024 (36 hours with distinction grade).

**Human Resources (HR) Course:** Omran Alshoha Center, May 2024 (36 hours with distinction grade).

**Practical Training in Digital Marketing:** H2 Academy, 2024.

Practical Trading Guide Specialization: 2025

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### *Hard & Technical Skills*

**Information Technology & Support:** Basics of technical support, operating systems, computer networks, information security, working with AI tools.

**Operations & Management:** Operational management, Point of Sale (POS) systems, inventory management and stock counting, reporting and archiving.

**Project Management & Marketing:** Project management principles (PMP / Agile), digital marketing, and data analysis.

**Software:** Microsoft Office Suite (Excel, Word, PowerPoint).

### *Soft Skills*

Leadership and team management | Immediate problem solving and conflict management | Emotional intelligence and constructive communication | Time management and high organization | Flexibility and adaptability | Self-learning and continuous development.

### ***Academic Education***

University of the People (UoPeople - USA): Bachelor's in Business Administration (First-year student - Since 2025).

Syrian Virtual University (SVU - Syria): Bachelor's in Networks Engineering and Management Information Systems (Temporarily suspended up to the 3rd year).

### ***Languages***

Arabic: Native language.

English: Intermediate level (Reading, writing, and speaking - with continuous development).