

# *Resume of* *Anas Eljamal*

20 October 2009

I have a passion for integrating technology in education to maximize the benefit of learning, learner success and the effectiveness of educational administration.

Since 1989 I have been investigating and implementing technical solutions for learning purposes in post-secondary institutions. My duties have evolved from an IT instructor to management and senior leadership positions involving the initiation as well as the improvement of current educational and information technology systems.

My career path focused on creating IT curricula and implementing systems that prepared college graduates to become successful citizens of the knowledge age. With the boom of e-learning era, I initiated many technical solutions that enhanced the face-to-face, distant and blended learning through the proper use of the Internet, audiovisual media and other digital applications. In addition to the technical solutions, I devised new curriculum and assessment methodologies that address the challenges accompanying the fast advancement of technology.

My leadership and managerial experience is rich in change management opportunities and paradigm shift challenges. The success of my leadership approach and positive influence is rooted in my belief in delivering solutions that meet teachers' and administrators' needs, supporting them with proper training without compromising organizational strategies.

I have enjoyed collaborating and presenting internationally in numerous conferences on theoretical and practical concepts related to the modern application of technology in post secondary educational systems.

## Contact Information

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## Summary of Experience

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**Education:** Masters of Quality Management with emphasis on Quality Management in Education, a Bachelor of Sciences Degree with emphasis on Computer Sciences in Education; in addition to numerous professional certificates and diplomas in various fields related to IT and education.

**Competence:** Technologically savvy with broad understanding and use of a variety of technologies from applications development and integration, Implementation of ERP systems, IT infrastructure design and implementation, user support, to innovative research and deployment. Deep understanding and experience in progressive technology, strategic planning and operational processes.

**Experience:** Assumed senior leadership responsibilities for developing technology strategies and directions within growing educational organizations where technology and information systems are critical contributors to the successful operation, administration, teaching and learning requirements of the organization. Led diverse IT teams where the management style was based on collaboration and distributed decision making.

**Leadership Skills:** Track record in developing strong teams in diverse functional areas to achieve outstanding strategic results. Worked effectively within collaborative, consensus driven organizations with decentralized decision making. Possess strong mentorship skills with strength in developing employees. Able and experienced in leading in complex environments with multiple users engaging a broad range of people in the pursuit of organizational vision and goals. Effective at driving and leading significant organizational change.

**Strategic and Conceptual Thinking:** Ability to analyze complex issues and develop strategies and plans of action that focus on root causes, not symptoms. Politically adept in building support across the organization for the vision of applying IT in education.

**Project Management:** Possess strong project management skills. Have experience in traditional Project Management methods as well as Agile and Lean methods. Managed the planning and implementation of complex information systems projects in a multi location environment. Consistently completed projects on time and within budget. I have demonstrated the ability to drive the functionality of the system and maximize its ability to enhance operational efficiency.

**Interpersonal Skills:** Ability to build and maintain positive, productive relationships with peers, colleagues, staff, faculty, consultants, and suppliers. I create strong team climate both within the IT department and across the rest of the organization. I am flexible, sensible and possess an active sense of humour.

**Communication Skills:** Preference for direct, honest and open communication. Highly effective in synthesizing complex issues and conveying technical ideas in non-technical terms. I am a good listener.

## Background Information

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### Academic Degrees

**MASTERS DEGREE**, Quality Management, University of Wollongong, Spring 1998.

**GRADUATE CERTIFICATE**, Total Quality Management, University of Wollongong, Spring 1997.

**BACHELOR OF SCIENCES**, Computer Science and Mathematics, American University of Beirut, Fall 1985.

All my Degrees are accredited by the Government of Ontario through the World Education Services (WES).

### Professional Certificates

2009: Moodle Online Administration and Course Design, Remote Learner Inc.

2008: Business Continuity Planning, Recovery Planner Inc.

2007: Agile Project Methods, Berteig Consultancy.

2007: Administration of Centralized Wireless Systems, Aruba Inc.

2006: IT Security, Cobit 4.0, ISACA.

2005: SuperNet Operation, North Alberta Institute of Technology.

2004: Work Health and Safety Certificate, Alberta Government.

2003: Global eLearning Workshop from M.I.T., Boston, Learning International Network Consortium.

2002: ICDL Center Manager and Assessor, UNESCO.

2001: Independent Learning Skills, H.C.T\*.

2000: Judging Quality Award, Dubai Quality Award, Dubai Economic Department.

2000: Leadership in Education, Harvard Graduate School of Education.

1995: Facilitation Training Certificate, Instructional Skills Workshop Group, H.C.T\*.

1994: Training the Trainers Certificate, Instructional Skills Workshop Group, H.C.T\*.

1993: Oracle Advanced Application Building Certificate, Oracle.

1990: Curriculum Development, Higher Colleges of Technology.

### Professional Membership

**AAHEIT:** Alberta Association in Higher Education for Information Technology ([www.actic.ca](http://www.actic.ca))

**CANHEIT:** Canada Higher Education and Information Technology Consortium

**CANITDIRS:** Canadian IT Directors network

**EDUCAUSE:** [www.educause.edu](http://www.educause.edu)

**ISACA:** The Information Systems Audit and Control Association ([www.isaca.org](http://www.isaca.org))

**LIFIA:** Learning Innovations Forum, ([www.lifia.ca](http://www.lifia.ca), [www.lif-fia.org](http://www.lif-fia.org))

**MIT-LINC:** MIT Learning International Network Consortium ([linc.mit.edu](http://linc.mit.edu))

**ACCC:** Association of Canadian Community Colleges ([www.accc.ca](http://www.accc.ca))

**IATHA:** Institute for the Advancement of Teaching in Higher Education ([www.iathe.org](http://www.iathe.org))

**CIOCAN:** Chief Information Officer Association of Canada: ([www.ciocan.ca](http://www.ciocan.ca))

## Work Experience

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### January 2009 to Present

**ORGANIZATION:** Keyano College, web site: [www.keyano.ca](http://www.keyano.ca)

**THE TITLE:** Chief Innovations Officer

**DURATION:** Since 1 January 2009.

**DESCRIPTION OF THE JOB:** Set, develop and monitor strategic plans for the evolution and the enhancement of innovation in teaching and learning. Foster the use of technology in the teaching and learning functions of the college. Support the development of faculty in the areas of teaching and learning, curriculum development, assessment, and instructional design for eLearning. Promote and support innovative training, teaching and learning methodologies that align with the strategic goals of Keyano College.

#### ACHIEVEMENTS (To Date):

- Established the Office and formed the Team.
- Developed basic operational controls.
- Collated and coordinated present educational technology initiatives.
- Ran speaker-events related to educational technology.
- Formed Early Adopters' team.
- Formed Apply Enthusiasts team.
- Established Contact with Fort McMurray Community through Keyano Foundation.
- Established contact with provincial community.
- Developed funding strategy with the Foundations.
- Ran numerous series of Educational Technology training workshops for the majority of Faculty.
- Formalized the formation of teacher technical support team.
- Completed the necessary infrastructure needed to operate Moodle as our LMS.
- Started piloting Moodle content to complement classroom delivery.
- Started migrating old WebCT and Blackboard courses to Moodle.
- Obtained the approval for a 3-year plan for implementing a comprehensive eLearning strategy.

### September 2004 to January 2009

**TITLE:** Chief Information Officer

**ORGANIZATION:** Keyano College, Alberta, Canada ([www.keyano.ca](http://www.keyano.ca))

**ROLE:** As a Member of the College Affairs Committee, responsible for setting, implementing, leading and managing the ICT strategies of the college.

#### MAJOR ACCOMPLISHMENTS:

- Developed, and successfully implemented, a 3-year IT strategic plan.
- Revamped the cabling infrastructure from coaxial to structured cabling without any downtime.

- Improved the network traffic and security by implementing new traffic shapers and redundant firewalls, antivirus and antispam systems.
- Deployed highly secure, centrally managed, wireless systems across the 6 campuses that authenticate users at the edge switch using Aruba technology.
- Linked the remote campuses with the resources of the central system with high band connectivity through Northern Alberta SuperNet.
- Implemented a VOIP telephony system to meet the expansion needs in the telephone system.
- Consolidated the back-end servers through virtualization to support the educational processes.
- Implemented an Educational Portal System using SharePoint.
- Migrated the email and calendaring systems to Microsoft Exchange platform and utilized BES for accessing resources with Blackberry.
- Implemented student email system using Live@edu.
- Integrated different legacy systems into a single ERP system and participated in the introduction of new MIS system based around SCT Power Campus and Microsoft Great Plains.
- Deployed laptop programs for staff, Faculty and students;
- Introduced technologies, like VPN, *OneNote*, *Illuminate*, video conferencing and Streaming Video to support virtual and remote work.
- Completed a comprehensive IT controls auditing system based on COBIT framework and using SharePoint and Wiki as an automated auditing tool.
- Participated in revamping the business and computer science curriculum to meet the present IT challenges in the Oil Sands industry.
- As a way to stay current with the teaching and learning needs and develop a “feel” for the learning style of the younger generation, I taught one course a term such as: Project Management, Operations Management and Human Resources.
- Introduced new teaching and learning models suitable for the GenX learning styles.
- Designed and initiated the deployment of a \$1.2M data centre.

## June 2000 to September 2004

**TITLE:** Manager of Educational Technology and ICT Department

**ORGANIZATION:** Higher Colleges of Technology, Dubai, U.A.E ([www.hct.ac.ae](http://www.hct.ac.ae))

**Role:** As a member of the College Executive Team, assumed the role of Acting Director, was responsible for setting, implementing and managing the operation related to educational technology.

### MAJOR ACCOMPLISHMENTS:

- Member of the College Executive Committee.
- Key member in the team that oversaw the construction of a Dhs230M campus and responsible for a Dhs23 Million IT infrastructure sub-project. This new campus was considered to be leading edge in the Educational Technology infrastructure.
- Led the IT design team for the ICT infrastructure of a new college campus in collaboration with IBM.
- Active member of the system wide IT Steering committee that overlooked the IT operation of the Higher Colleges of Technology.
- Led various educational technology initiatives as a member of the Executive Team of Dubai Men’s College.
- Introduced student laptop program and wireless connectivity across the whole campus.
- Utilized Citrix solutions to minimize down-time learning opportunities.

- Designed, purchased, and implemented state of the art infrastructure to support the educational and administrative operation of the college.
- Participated in creating an e-Commerce program that evolved into the e-Business degree.
- Managed teachers' professional development programs that helped them migrate to new teaching paradigms.
- Managed the technical support and operation function of the college.

### **May 1992 to June 2000**

**TITLE** Manager of Student Services and Computer Systems

**ORGANIZATION:** Higher Colleges of Technology, Dubai, U.A.E ([www.hct.ac.ae](http://www.hct.ac.ae))

**ROLE:** Managed the Student Services function which included student recruitment, student records and registrar. In addition, I managed the computer support functions of the college.

**MAJOR ACCOMPLISHMENTS:**

- Purchased and installed automation systems required for the operation of the college (SCT Banner and WebCT.)
- Participated in the development of numerous IT curricula and accreditations.
- Developed numerous academic tracking applications that augmented the Banner system.
- Migrated the college cabling infrastructure from coaxial to structured cabling.
- Introduced the ccMail as an internal messaging system to replace the traditional paper based communication. Then the system was replaced with the Internet based eMail system.
- Developed a student recruitment plan that attracted 80% of the potential high school graduates to our college.
- Created and administered policies and procedures related to student services and the registrar.
- Developed and managed a student academic tracking systems.
- Participated in the creation of a centralized admission center at the level of the country.

### **August 1989 to May 1992**

**TITLE:** Faculty of Business Information Systems

**ORGANIZATION:** Higher Colleges of Technology, Dubai, U.A.E ([www.hct.ac.ae](http://www.hct.ac.ae))

**ROLE:** Teacher of IT courses (database, networking, applications and programming.)

**MAJOR ACHIEVEMENTS:**

- Was awarded the Excellence in teaching award.
- Developed the curriculum for numerous IT courses.
- Participated in the process of BTEC accreditation.

### **Sep 1988 to Jul 1989**

**TITLE** Teacher of Computer Sciences

**ORGANIZATION:** Ibn Khaldoon High School, Manama Bahrain ([www.ikns.edu.bh](http://www.ikns.edu.bh))

**ROLE:** Teacher of programming courses for grades 5 to 9 and Sciences for Grade 5. Developed material for these courses.

## Oct 1983 to Sep 1988

1) **TITLE:** Teacher of Computer Sciences and Mathematics

**ORGANIZATION:** American Community School

**ROLE:** Teacher of Mathematics and Computer Sciences.

2) **TITLE:** Graduate Research Assistant in Computer Sciences

**ORGANIZATION:** American University of Beirut (www.aub.edu.lb)

**ROLE:** Teacher of computer science courses for freshman and sophomore years. Graduate assistant to professors in numerous computer courses. Managed the Computer Labs in the Department of Mathematics.

## Mar 1981 to April 1983:

**TITLE :** Bilingual Industrial Instructor

**ORGANIZATION:** Mitsubishi heavy Industries (www.mhi.co.jp)

**ROLE:** Instructor of the operation and maintenance of Desalination control room. Developed teaching and learning material for the trainees in English and Arabic.

## Other Experiences

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**INSTRUCTIONAL/CURRICULUM DESIGN:** Developed and implemented numerous curricula and courses for the college programs as well as K-12 syllabi:

- **COLLEGE CURRICULUM:** Developed the curriculum and related course material for the course of: network design, database design, computer literacy, independent learning courses and History of the Middle East.
- **SCHOOL CURRICULUM:** I was on the UAE ministerial committee that developed the framework of the IT curriculum of the K-12 program and I was actively participating with the development of many of the related course material.

**ELEARNING:** Developed and implemented various online materials for computer courses using *WebCT*, *Blackboard* and *Moodle* platforms. Some of these courses are: eMarketing, Internet programming, Database Design, Operation Management and history of the Middle East.

**ASSESSMENT:** Developed many online assessment using tools like *Hot Potatoes* and *Respondus* as well as an online system for ePortfolio assessment program for the first year college students.

**COURSEWARE:** Developed numerous courseware materials to support classroom teaching using different multimedia packages and tools like *HyperStudio*, *Authorware*, And *ToolBook*.

**APPLICATION DEVELOPMENT:** Developed numerous student records applications that augmented Banner to facilitate tracking students' academic progress like: *Strack* (an on-line Student progress Tracking System) *AppTrack* (an on-line application tracking system that monitors and analyzes student recruitment, application, registration, entrance examinations and student placement), *Student-Staff Evaluation* (tallies and tabulates the responses of students' evaluation of staff performance), *PromoTrack* (a student promotion tracking software that, interactively, helps the academicians to have accurate information about the progress of students during student promotion meetings), *CertProd* (automates the printing of certificates and degrees issued at the higher Colleges of Technology), *StrackCounter* (A letter production system that helps Student Services to produce student enrollment letters based on their academic status).

## Presentations

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Above list is in addition to numerous other presentations and workshops about the use of technology and media in education as well as other training on new methods of teaching, assessment, training and software application.

- A presentation about “The Future of Education in the Wiki Age”, Alberta North Symposium, 2008.
- A presentation about “Why Agrarian Students Fail our Educational System”, Alberta North Symposium, 2008.
- A series of workshops about “Challenging the Obvious in Education”, Keyano College Leadership Program, 2007.
- A presentation about “Wiki Learning Model”, Keyano College, 2007.
- A workshop about “Culture and Innovation”, Center of Excellence for Research and Technology, UAE, 2007.
- A workshop about “Management by Remote Control”, Work Force Development Supervisor’s boot camp, 2006.
- A presentation titled: “How ‘knowledge technology’ improves cross-cultural collaboration”, Alberta North Symposium, 2006.
- A presentation about “Human Resources Management in Multicultural Organizations, Wood Buffalo Human Resources Management Association, 2006.
- Presentations about “The Google Boy: How Technology is impacting the learning behaviour of the new generation” and “Cultural Spectacles: Methodologies of understanding the paradigms of different cultures”, Fort McMurray Public School Teachers Conference, 2005.
- A series of presentations about multiculturalism in support for Fort McMurray Multicultural Association, 2004-2007.
- A series of presentations and workshops about “Use of Technology and Laptops” as part of the annual : Laptop Think Day organizes by HCT and Zayed University, 2003-2005.
- A presentation on “Customizing Teaching for Individualized Learning”, LINC, Massachusetts Institute of Technology, February 2003.
- A paper on “Challenges facing Gulf eLearning”, IBM Fly-in Conference, Zayed University, January 2003.
- A paper on “Online assessment in a collaborative medium” in collaboration with a languages teacher, CTELT, May 2002.
- A presentation on “The Blueprints of Educational Technology of the Future” for IBM professionals, May 2002.
- A presentation about “The Future of IT from the perspective of Management and Education”, American University of Sharjah, February 2002.
- A presentation about “Profiling Dubai Students success factors based on their high school culture”, to Business administration Advisory Committee, Dubai Men’s College, June 2001.
- A paper on “the Role of Student Services record keeping in Increasing student success”, the Third Students and Academic Services Conference, Higher Colleges of Technology, May 2001.
- A paper titled “Integrating NAPO Web-based data with the HCT Admission process”, the Second Students and Academic Services Conference, Higher Colleges of Technology, May 2000.

- A paper titled “Integrating Decision Support Systems within the processes of Student Services”, First Students and Academic Services Conference, Higher Colleges of Technology, 1999.
- A paper titled “Implementation of Technology in the Teaching of Higher Education”, Higher Colleges of Technology Annual Conference, 1995.
- Workshop on “Migrating Ron Kaufman’s concepts to College Student Services”, Dubai Men's College, 1998.
- Workshops on “Facilitation of Instructional Skill Workshops”, Higher Colleges of Technology, annually since 1994.

## References

Name	Relationship/Title	Contact Details
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You may approach the above individuals for reference.