Curriculum Vitae (C.V.)

Personal Details:

Ali Rasheed Hamad Al-Hamad

Date of Birth 10/10/1987

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Email: a.alhamad@citra.gov.kw

Marital state: Single

Education:

Bachelor of Business Science: Management Information Systems (MIS/IT) 2011

Kuwait University, College of Business Administration (CBA).

Experience:

14 years + of experience in Telecom and IT

- Kuwait Telecommunication Company (VIVA) as Billing Operation and Configuration Senior Specialist and IT Senior Service Desk specialist. 2013 - 2018

- Communication and Information Technology Regulatory Authority (CITRA) 2018 - current

2017/10 Till date	**CITRA – Cyber Security Department** As of October 2017, I joined CITRA (Communication and Information Technology Regulator Authority) and working in the Cyber Security and emergency response department and representing CITRA (Kuwait) at the ITU SG-17 Security Study Group.
2014/6 - 2017/10	**Senior Service Desk specialist (IT)** Managing the service desk area (IT first line support), Supervise Ticket handling system (HPSM), Supervising Technical support and end user support teams (2 cites), Call Center support through a whole technical team. Other projects I worked on such as Enterprise Print Management, Microsoft SharePoint, Kiosk Enhancement and HPOV.
2013/8 - 2014/6	**Senior Billing operation and configuration specialist (Customer Care – IT)** Preparing Billing monthly analysis report (invoice overview), conducting monthly batch disconnection invoice bill wise, handling Ad-Hoc billing reports, troubleshooting invoice.
2011/11 - 2013/7	**Billing operation and configuration specialist (Customer Care)** In charge of executing invoice adjustments in system to override any system/human error, verification of services provided to the telecommunications end user, invoice validation.
2017/10 – 2024/11	**Information Security and emergency response department** In charge of Cyber security activities on national level, handling emergency cases and preparation of cyber dialogue with other nations

2024/11 – till date	**Acting Capacities and Technical Support section Head** Responsible for managing and monitoring internet capacities and ensuring reliable connectivity across the organization in coordination with Internet Service Providers (ISPs)

Vice-Chair of ITU-D Study Group 1 (CCT Vice-chair):

- April 2025 ITU-D Study Group 1 Meeting – Geneva, Switzerland

- November 2024 ITU-T Study Group 17 Meeting – Geneva, Switzerland (remotely)

- April 2024 ITU-D Study Group 1 Meeting – Geneva, Switzerland

- October 2023 Assigned ITU-D SG1

ITU-T SG17 Security (study group member) & ITU-T SG17 Regional Group for the Arab Region (SG17RG-ARB) :

- February/March 2023 - ITU-T Study Group 17 Meeting – Geneva, Switzerland
  August/September 2021 - ITU-T Study Group 17 Meeting – Geneva, Switzerland

- August/September 2019 - ITU-T Study Group 17 Meeting – Geneva, Switzerland

- January/February 2019 - ITU-T Study Group 17 Meeting – Geneva, Switzerland

- October 2018 - ITU-T Study Group 17 Meeting – Geneva, Switzerland

Training Sessions:

- Microsoft Visio Training course at KU OSTA.

- (Visual Basic & asp.net)

- Completed training course on fundamentals of E-Commerce.

- French Language - level 1.

- Completed the required training of project management.

- PMP training by new Horizons

- Certified ITIL 2016

- Cobit 5 foundation course

Advanced Security Courses (2018):

- CompTIA Security +
- SOC Analyst.
- Advanced Penetration Testing.
- ATM - Advanced Threat Methodology.
- Operation Digital Forensics.
- Assurance Information Security.
- ISO/IEC 27001 Information Security Management System.
- ISO/IEC 27035 Security incident management.
- Enterprise information security architecture.
- CISO - Chief Information Security Officer.
- Desert Hyena Simulation Exercise (Red and Blue team)

Personal skills:

- Communication skills: fluent bilingual in both Arabic and English.
- Strong troubleshooting and problem-solving skills.
- A fast learner, able to understand new ideas and concepts quickly.
- A team player and leader, capable of integrating with and developing an effective workgroup.
- Excellent verbal and written communication skills.
- Capable of relating well with people.