



MIFTAH ABDUL-RAHMAN

IT MANAGER | DIGITAL TRANSFORMATION | AI & AUTOMATION SPECIALIST

PROFESSIONAL SUMMARY

Results-driven IT Manager, Digital Transformation Specialist, and Computer Engineer with 14+ years of international experience leading enterprise IT operations, infrastructure, cybersecurity, software development, and digital transformation initiatives. Proven ability to design and implement AI-powered automation, CRM ecosystems, enterprise platforms, and cloud solutions that improve efficiency, strengthen security, and support business growth. Professional experience spans the UAE, Turkiye, Germany, Libya, and Ghana.

PROFESSIONAL EXPERIENCE

IT MANAGER

May 2025 - Present

Persian Horizon | Dubai, UAE

- Lead digital transformation initiatives across 6 business units, improving operational efficiency by up to 70%.
- Designed and implemented AI-powered automation workflows, reducing manual process time by 80%.
- Develop and manage 4 enterprise websites and a business directory platform serving over 500 users/listings.
- Integrate CRM, marketing automation, chatbot, and workflow tools across 5 departments.
- Manage Microsoft 365, cybersecurity, network infrastructure, cloud services, and compliance for 95 users/endpoints.

SOFTWARE DEVELOPMENT INSTRUCTOR

Oct 2024 - Feb 2025

IBTE University Network | Dubai, UAE

- Delivered undergraduate instruction in Software Engineering, Front-End Web Development, Systems Analysis & Design, Data Science, and Digital Technologies.
- Developed practical learning experiences and mentored students through modern software development projects.

WEB DEVELOPER - FREELANCE

Aug 2024 - Present

Independent | Dubai, UAE

- Design and develop modern web solutions using HTML, CSS, JavaScript, React, and WordPress.
- Integrate CRM systems, automation tools, APIs, and third-party services.
- Manage projects from requirements gathering through deployment, optimization, and ongoing support.

IT SPECIALIST

Jan 2021 - Apr 2024

Bronz Otomotiv | Ankara, Turkiye

- Managed enterprise IT infrastructure, cybersecurity, and network operations supporting 55 users with about 90% uptime.
- Administered Windows Server, Active Directory, domain services, FortiGate firewalls, SQL databases, and ERP integrations.
- Supported Industry 4.0 and smart-factory initiatives involving IoT and automation, contributing to 40% improvement.

SOFTWARE DEVELOPER - FREELANCE

Dec 2018 - Sep 2022

Independent | Remote / Turkiye

- Developed custom web and business applications using C#, .NET MVC, JavaScript, HTML5, and CSS.
- Delivered e-commerce and Shopify solutions, translating client requirements into scalable digital products.
- Designed database-driven systems and user-focused applications to improve business operations.

CONTACT

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portfolio.miftah.blog

CORE EXPERTISE

- IT Management & Operations
- Digital Transformation
- AI & Process Automation
- Enterprise Infrastructure
- Cloud & Microsoft 365
- Cybersecurity & Networking
- CRM & Workflow Automation
- Windows Server & Active Directory
- Database Administration
- Web & Software Development
- ERP & Systems Integration
- Project Management
- Technical Training & Mentoring

TECHNICAL SKILLS

Cloud & Microsoft

Microsoft 365, Azure AD / Entra ID, Intune, Exchange Online, Teams, SharePoint, OneDrive, Windows Server

Networking & Security

FortiGate, Sophos, Check Point, firewalls, VPN, DNS, DHCP, access management, network troubleshooting

Development

JavaScript, TypeScript, React.js, C#, .NET MVC, PHP, Python, Java, HTML5, CSS, WordPress, Shopify

Databases & Systems

SQL Server, MySQL, database design, database administration, ERP integration, phpMyAdmin

Automation

AI-powered automation, workflow automation, chatbot integration, CRM integration, marketing automation

🌐 LANGUAGES

English - Native

Dagbani - Native

Arabic - Advanced

Turkish - Advanced

🎓 EDUCATION

MSc Computer Engineering

High Honours - GPA 3.94 / 4.00
Dokuz Eylul University, Turkiye | 2017-2019

BSc Computer Science (IT)

Islamic Call College, Libya | 2010-2014

Turkish Language Diploma (C1)

Izmir Katip Celebi University | 2015-2016

Arabic Language Diploma

Islamic Call College, Libya | 2009-2010

🚩 LEADERSHIP

- President - Ghanaian Students Union, Izmir
- Vice President - Ghanaian Student Union, Libya
- General Secretary - Ghanaian Student Union, Libya
- International Students Science Congress - Organizing Committee
- IEEE Student Branch - Dokuz Eylul University

SOFTWARE DEVELOPER

Aug 2016 - Sep 2020

Izmir International Students Association | Izmir, Turkiye

- Developed and maintained the association website using HTML, CSS, JavaScript, and WordPress.
- Designed and launched a Java-based mobile application serving as a digital guide for international students and visitors.
- Delivered digital solutions that improved accessibility, user engagement, and community support.

NATIVE ENGLISH INSTRUCTOR

Oct 2018 - Jan 2021

Wall Street English | Ankara, Turkiye

- Provided English language training and professional communication coaching to students from diverse cultural and professional backgrounds.

ICT INSTRUCTOR

Dec 2014 - Jul 2015

Business College | Tamale, Ghana

- Delivered ICT and computer literacy training, including Microsoft Office applications and essential digital skills.

📁 KEY PROJECTS

Digital Transformation Platform

Led development and management of multiple corporate websites and digital platforms; implemented AI chatbots, CRM integrations, marketing automation, workflow automation, cybersecurity, and cloud systems.

Business Directory Platform

Designed and developed a scalable online directory with search, categorization, user management, performance, security, and user-experience optimization.

Enterprise IT & Cloud Infrastructure

Implemented and administered Microsoft 365 services, user identities, licensing, security policies, device management, cloud governance, networking, and enterprise systems.

Company Network & Industry 4.0

Managed Windows Server, Active Directory, FortiGate, SQL, ERP integration, hosting, and smart-factory technology initiatives at Bronz Otomotiv.

🎓 EDUCATION & ACADEMIC BACKGROUND

Master of Science (MSc) in Computer Engineering - High Honours

2017 - 2019

Dokuz Eylul University | Izmir, Turkiye

GPA 3.94 / 4.00. Thesis focused on the design and implementation of a medical cloud database service system based on mobile computing.

Bachelor of Science in Computer Science - Information Technology

2010 - 2014

Islamic Call College | Tripoli, Libya

Turkish Language Diploma - C1

2015 - 2016

Izmir Katip Celebi University | Izmir, Turkiye

Arabic Language Diploma

2009 - 2010

Islamic Call College | Tripoli, Libya

🏆 CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Jotform Foundations Program - 2024
- JavaScript Essential Training - 2023-2024
- Career Essentials in Generative AI - Microsoft & LinkedIn - 2023
- Programming with Python 3.X - 2022
- Cyber Security Training and Certificate - IEEE Turkey Computer Society Congress - 2018



SELECTED RESEARCH & PUBLICATIONS

A Comprehensive Design Approach for Medical Cloud Database Service System - A Focus on Medical Passport

Research in progress: (manuscript in review).

Design and Implementation of Medical Cloud Database Service System Based on Mobile Computing

Master's thesis, Dokuz Eylul University.

Medical Image Data Management System in Mobile Cloud Computing Environment

International Students Science Congress, 2018.

Design of Fire Detection System

International Students Science Congress, 2017.



ADDITIONAL STRENGTHS

- Multilingual professional with native English and Dagbani plus advanced Arabic and Turkish.
 - International experience across the UAE, Turkiye, Germany, Libya, and Ghana.
 - Combines hands-on engineering depth with IT operations, automation, digital transformation, and technical training experience.
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CAREER POSITIONING

IT Management | Digital Transformation | AI & Automation | Enterprise Infrastructure | Cybersecurity