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PROFESSIONAL SUMMARY

Studious and passionate professional with extensive knowledge of implementing and administering Learning Management Systems and Innovative and proactive web designer capable of developing elegant, groundbreaking website and application designs for demanding clients. Talented in project management, team leadership, and independent problem-solving. Highly organized multitasking with expertise in scheduling projects, enhancing techniques, and verifying code.

Bilingual professional and Compassionate Computer Instructor with over ten years of experience teaching computer courses in English. Skilled in lesson-plan design, monitoring student progress, and implementing modern methodologies to optimize learning. Dedicated to comprehensive student education and long-term success. Successful at maintaining positive relationships with faculty members, students, and staff to enhance participation and increase overall success. Highly skilled in public speaking, Considered valued and talented educator. Outgoing and friendly with fantastic attention to detail.

WORK HISTORY

05/2015 - Current

Prince Sultan Military College of Health Sciences | Al Dhahran, Saudi Arabia

eLearning and Distance Education Unit Head

- LMS administration.
- Manage Blackboard Learn (over 7000 Users, over 1200 Courses per semester, over 60 Community, Tools, install and manage Building Blocks.
- Manage Blackboard Institutional Hierarchy and supervise all MSD Nursing Institutes (Six nursing institutes) in addition to the education and training center in college.
- Analyze, troubleshoot, and apply corrective measures to resolve problems.
- Manage Blackboard integration with SIS database (Banner System) using Flat files.
- Managing, operating and monitoring all the eLearning systems.
- Provide training to PSMCHS students and Instructors to use Blackboard Learn, Blackboard Collaborate Ultra for virtual classes and Blackboard Mobile applications.

SKILLS

- Manage the day-to-day administration of the LMS.
- Manage eLearning training workshops.
- Strong skills-building dynamic professional websites.
- Digital content creator
- Media production
- Strong problem-solving skills and demonstrated customer service skills.
- Expert in MS Office Suite.
- Advanced level MS Excel and MS Access, Data Analysis and Visualizing using Excel.
- Expert in creating, configuring, and publishing surveys and collecting responses.
- Communicate powerfully, independently, and verbally with personable and effective writing and speaking skills.
- Expert user of Articulate Story Board, Adobe Captivate, Camtasia Studio, Adobe acrobat pro-DC.
- Effective Leader
- Relationship Building
- Coaching and Mentoring
- Leading standards 6 (Learning Resources) during the NCAAA accreditation process.

- Manage course templates and publish them into blackboard Learn using best practices.
- Manage and Provide Blackboard Technical Support for PSMCHS Students and Instructors.
- Manage Blackboard Support via "Behind blackboard Platform" to report any problem or issue inside Blackboard-to-Blackboard Team.
- Design and deliver new-hire and roll-out training sessions on LMS as directed. Create job-aids, toolkits, and other collateral to document and communicate LMS processes and best practices.
- Supporting all e-learning and educational requirements.
- Monitor LMS enrolments, create and assign LMS courses, configure curriculum, upload course content, load schedules, maintain LMS training calendar and master course catalog, and update entire practices.
- Configure, maintain, and continuously improve LMS tools, dashboards, and control panels, set up data definitions (standard and custom fields across LMS objects), group definitions, user definitions, and access rights (Administrator, Management, End-User), and instructor-led training item definitions.
- Collect feedback for eLearning programs from different stakeholders and drive continuous improvement for content and delivery.
- Design, develop and implement eLearning modules.
- Provide expert advice and collaborate with subject matter experts.
- Define Key Performance Indicators (KPIs) and set benchmarks to measure the effectiveness of eLearning for performance improvement.
- Collect and analyze data to evaluate and identify problem areas and recommend improvements.
- Applying the National eLearning standards of higher education in Saudi Arabia to monitor and measure the quality of college courses.
- Creating rubric based on Quality Matters rubric to evaluate blended courses and fully online courses in the college (Met to NELC Standard).
- Provide training courses for faculty members on developing e-course according to NELC Standard.
- Conduct consultation sessions with faculty to support the creation and implementation of course customization. Assist students with functional Blackboard course site issues.
- Conduct consultation sessions with staff to create community sites for groups, departments, and organizations.
- Produce documentation and movie tutorials related to all areas of Blackboard to support faculty, staff, students, and workshop participants.
- Preparing faculty members to teach the academic year schedule online through Blackboard Collaborate Ultra for virtual classes during the VID-19 pandemic.
- Successfully configured, deployed, and monitored online college exams during the COVID-19 pandemic.

EDUCATION

07/1998

Al- Zaytoonah University |
 Amman, Jordan
 Bachelor of Computer Science

CERTIFICATIONS

- Blackboard Learn for Academic Collaboration Administration
- Blackboard Learn for Academic Collaboration Essentials
- Blackboard Learn - Designing Exemplary Courses
- Blackboard Collaborate Learning Services for Web Conferencing
- Blackboard Collaborate Technical Services Essentials & Advanced SAS
- Analyzing data and using its results to ensure quality and continuous improvement (12 training hours)

05/2009 - 05/2014

Prince Sultan Military College of Health Sciences | Al Dhahran,
Saudi Arabia

eLearning Developer

- Implemented, customized, and managed MOODLE as Learning Management System on a dedicated apache server with MySQL database.
- Established electronic exam center using Moodle and converted all training courses exams from paper to electronic tests.
- Responsible for course uploads and deployments.
- Play a leading role in LMS enhancements and upgrades.
- Convert all preclinical year exams from paper tests to electronic tests.
- Trained Staff and Faculty to create, deploy, grade, and analyze electron exams.
- Customize LMS reports as requested.
- Troubleshoot LMS failures and discrepancies.
- Ensure that all user issues are resolved promptly and efficiently.
- Provide technical support, training, and customer service to all LMS users.

09/2001 - 05/2009

Prince Sultan Military College of Health Sciences | Al Dhahran,
Saudi Arabia

Computer Instructor

- Taught assigned computer courses in English according to the college curriculum. Methods included Computer Studies II (Software Packages) for clinical students (Health Information System Specialty- HIS-120). Computer Studies I (Introduction to Computer) for pre-clinical students- COM 100. Computer Studies III (Data Base Management System) for clinical students (Health Information System Specialty- HIS-220). Computer Studies for clinical students (Software Packages) (Anesthesia and Intensive Care Specialty- AIC 120). Foundation Math 120,141 for Clinical laboratory science, Bachelor Program, Respiratory Care, Bachelor Program, and all preclinical Diploma students.
- Designed and conducted various computer courses for MSD staff (Medical Service Division/ military and civilian). Methods included Windows, MS Word, MS Excel, MS PowerPoint, MS Access, and the Internet.
- Designed, developed, tested, and implemented different programs such as Registration System, Warehouse - Inventory, Property Control, Symposium, In-Out Mail (Daily Mail System), Employees' Data Base System, Engineering maintenance system, Incoming and outgoing system, Violation System.

08/1999 - 06/2001

Al-Alamia Institute for Education and Training | Al Jubail,

Saudi Arabia

Computer Instructor

- Delivered user-focused training activities on-site and in external environments to best fit client needs.
- Created and delivered comprehensive, engaging Microsoft Office training courses, aiding overall company output and productivity.

AFFILIATIONS

- eLearning Committee
- The Excellence Center for Development, Training and Consulting Committee
- Achieving Saudi Arabia's Vision 2030 Committee
- The College's Strategic Plan Committee
- College's Identity Committee
- The annual report preparation committee
- Preselection and Admission Committee
- Bridging Admission Committee
- Postgraduate Students Admission Committee
- Leading Standards six (Learning Resources) during institutional accreditation to meet NCAAA requirements.

RESEARCH PARTICIPATION

E-Learning experience of the medical profession's college students during the COVID-19 pandemic in Saudi Arabia

<https://bmcmededuc.biomedcentral.com/articles/10.1186/s12909-021-02860-z>

COMMAND OF LANGUAGES

- **Arabic:** Mother Language
- **English:** Excellent Reading, writing, and speaking: