



Mohammad Hamad

I am ...

the owner of a unique blend of skills, a mentor who lectures hundreds of students and teachers, an influencer who triggers positive actions, a problem-solver with a knack for fixing even what's not broken, an 80s-born tech-savvy who has witnessed the glorious evolution of tech, a bilingual customer success veteran, and an innovative thinker seeking a new frontier

Skills

- Teaching English, Maths, Science, IELTS, and SAT
- Career Consultation
- Software testing and training
- Customer service
- Problem-solving

Contact Me



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youtube.com/@Read4More



Kigali, Rwanda

Education

- 2011
University of Damascus
Bachelor's Degree in English Literature
- 2013 – Two-year study
Syrian Virtual University
Information Systems Engineering

Work Experience

- 2018 - Now
Online English Teacher
 - International exams preparation
 - Curriculum design
 - Content Creation
 - Course design
 - Social media creator
- 2018 - 2022
Senior ESL Teacher
Alwatania Private School
 - Teaching IELTS prep, English literature, SAT, Maths, and Science
 - Excelled in providing online solutions during the COVID pandemic
 - Integrated gamification and interactive content into the traditional classroom

- 2017 - 2018
English teacher - Abjadyat Institute
 - Designed fun, engaging English conversation courses that were different to schools' monotony
- 2011 - 2018
Compulsory Public Service
 - Digitize and organize books into a digital library, while also maintaining records of the hard copies
- 2010 - 2011
Volunteer English Teacher - Al Ghezlaniah Elementary School
 - I was still an undergraduate, and this job gave me experience in dealing with young learners
- 2008 - 2010
Customer Care Coordinator - MTN Syria

This position was acquired by only one thoroughly selected employee. The objectives:

 - Test new software and applications and support the Training Team with documentation
 - Represent the Customer Care department in meetings with other departments and outsourcers
 - Coordinate with the IT Department and outsourcing companies to implement software solutions
- 2006 - 2008
Customer Care Representative - MTN Syria

I was promoted after two years due to a series of full score evaluations. Main responsibilities:

 - Respond to English and Arabic-speaking customers' inquiries and complaints
 - Record every bit of data into the CRM
 - Escalate or resolve issues while explaining them to customers cheerfully and professionally
 - Promote the company's products by using cross-sales and advocate the company's values

Courses

- 2025 - Digital Marketing Foundations - Linked-in Learning

Completed a foundational course in digital marketing covering strategy development, campaign planning, and customer engagement.
Gained hands-on knowledge in SEO, social media, email marketing, and paid advertising.
Acquired skills in marketing analytics, content creation, and audience targeting across digital platforms.
https://www.linkedin.com/learning/certificates/08f6b875daf239bfd7314695fa1f9b1e19c9eb59e8915092e9bc3adb353d3c99?trk=share_certificate
- 2024 - IELTS Preparation - University of California, Irvine

Completed an IELTS Preparation Specialisation focused on mastering all four skills: listening, reading, writing, and speaking.
Learned effective strategies to approach each question type and understand the exam format in depth.
Equipped to achieve target scores through guided practice and test-taking techniques.
<https://coursera.org/share/b7bdd1e1acd019867fb97b2bbd3088cd>
- 2024 - TOEFL Preparation - University of California, Irvine

Completed a TOEFL Preparation Specialisation focused on strategies for success in the reading and listening sections of the TOEFL iBT.
<https://coursera.org/share/8c4819e691f0d153d915cf0c043b9585>

Courses

- 2023 - TESOL - Arizona State University

Completed a 150-hour TESOL certification course designed for aspiring and current English teachers worldwide.

Enhanced practical teaching skills and methodologies for diverse classroom settings.

Earned certification from a nationally-ranked university to strengthen professional credentials.

<https://coursera.org/share/0ca083c015982d0b9ea5efa7b933b26f>

- 2009 - Personal Effectiveness - ADAA | People & Organization Development

The course was attended by all coordinators at MTN Syria. It discussed various life and work skills that boost coordinators' efficiency, like time management, task prioritization, and team leadership

- 2007 - Excellence in Customer Service - Tadreeb | Management & HR Development

The course discussed important hospitality techniques, like body language, and vocabulary choice

- 2007 - Microsoft Excel Specialist - SBS Computer Training center

An advanced 16-hour course on using MS Excel for reporting and data analysis

- 2007 - MCSE - SBS Computer Training center

I invested a lot of my time studying to become a Microsoft Certified Engineer. I changed my path later, but I still look at these skills today as an advantage that helps me get the job done

- 2006 - Technical Support - SBS Computer Training center

My first step into taming technology. Computers seemed intimidating no more. I learned a handful of software and hardware tips and tricks that added to the intrigue of how things work

Awards

- 2022 - Employee of the Month - The School of Modern Skills

I got the award due to my contribution with special services to the school

- 2009 - Y'ello Stars - MTN Syria

Y'ello Stars is a program across MTN Group that celebrates exceptional performance where it impacts the experience of colleagues and customers. I was awarded the "Y'elloStars" award for being part of the team that revolutionized the way we pay our phone bills and got rid of physical vouchers nationwide

- 2007 - Employee of the Month - MTN Syria

This prize is awarded to the employee with the best overall performance during the month

Projects

- Personal Website about.read4more.com

Designed and implemented the website to help people get to know more about me personally and the content I create.

- Learning Management Website learn.read4more.com

Planned and implemented the website using Moodle LMS. This website serves as a hub for all the learning material and ongoing courses that I am teaching. I also use it to interact with students, track their progress, deliver content, collect assignments, provide feedback, and conduct secure exams.

- Survey System - MTN Syria

I designed and coded the system using PHP and MySQL. It worked as an intranet website where feedback about supervisors is submitted by employees, and reports are drawn by managers

- Moodle Learning Management System - MTN Syria

The onboarding process was automated using Moodle. I picked up the project in its early phases and developed it until it became an indispensable tool in training, evaluating, and promoting employees. I carry this experience with me everywhere I go, and I have applied it at two schools so far

- Local File server infrastructure - The School of Modern Skills

The school was using flash drives to share and collaborate data, so I planned and teamed up with the IT and implemented a file server and a local network solution

- End-of-Year Celebration - The School of Modern Skills

We trained our students for a month to perform several singing and dancing routines in Arabic and English. I also composed and helped in rehearsing a short play that addressed teenagers' problems

- CRM Migration - MTN Syria

The company upgraded the desktop-based CRM and moved to a web-based one. I was part of the team that ensured data accuracy and tracked down discrepancies

References

Mr. Mohammad Abdulla	+963 944 222 392	MTN Syria Credit Management Senior Manager
Dr. Muhannad Salhab	+60 17 650 7680 salhab@lincoln.edu.my	Technology Management lecturer at Lincoln University College, Malaysia
Mrs. Rana Baitamouni	+963 944 211 244	Owner and Principal at Al Wataniah School