

Melad Alsaleh

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SUMMARY

Field-based ICT professional with multi-site humanitarian operations experience (supporting 6 sites), covering ICT infrastructure, telecom/radio room support, and end-user services under pressure. Strong in connectivity (wireless, point-to-point, fiber), cabling, routers/switches, CCTV systems, ICT inventory control, vendor coordination, technical documentation and user training. Experienced in ticket-based request handling (Airtable, Zendesk), incident prioritization, and ensuring operational continuity.

EDUCATION

Master's Degree, Data Science
Islamic University Of gaza

Ongoing
Gaza, Palestine

Intro to Programming Nanodegree
Udacity

June 2023
Online

- A four-month program that teaches students the basics of programming using JavaScript, HTML, CSS, and Python.

Bachelor's Degree, Software Engineering
University Of Palestine

July 2022
Gaza, Palestine

Relevant Coursework: Web Programming, Database Management, Web Based Enterprise Application, object-oriented programming, Computer Interface Design, Data Structure and algorithms.

EXPERIENCE

ICT Specialist
International Committee of the Red Cross (ICRC)

May 2026 - Current
Gaza, Palestine

- Install, maintain and monitor ICT and telecom infrastructure across all ICRC Gaza sites, including networks, servers, endpoints, printers, power systems and structured cabling, in line with ICRC global standards.
- Support the VHF/HF radio network and satellite communication equipment, keeping contextual telecom means available as fallback when primary connectivity is degraded.
- Handle daily end-user support and incident resolution through ServiceNow, prioritizing tickets, escalating to the ICT Coordinator where needed, and briefing users on ICT systems and security practices.
- Administer Fortinet infrastructure (FortiGate / FortiClient), covering user authentication, wireless captive portal access and endpoint compliance follow-up.
- Maintain ICT inventory, stock levels and technical documentation, and act as focal point for the cellular file and local ICT suppliers on service quality and billing accuracy.

ICT Officer
UK-MED

May 2024 - Current
Gaza, Palestine

- Built, maintained, and monitored ICT infrastructure across 6 operational sites to ensure stable connectivity and continuity in high-risk environments.
- Coordinated with service providers to optimize network reliability across mission sites.
- Installed and maintained ICT equipment (computers, printers, networking hardware, and CCTV systems), including multi-site deployment and preventive maintenance.
- Supported operation/radio room setups, including communications workflow support and satellite phone usage.
- Delivered ICT support, troubleshooting, training, and inventory management across multiple mission sites.
- Developed real-time tracking and mapping systems to ensure safe, efficient field team movements.
- Contributed to the enhancement of healthcare systems by optimizing digital infrastructure and improving electronic record management, streamlining access and boosting overall service delivery efficiency.

IS Help Desk Assistant
UNRWA

Sep 2022 - Mar 2023
Gaza, Palestine

- Installed and configured computer hardware, software, systems, networks, printers, and scanners, resolving 98% of technical issues on the first visit.
- Provided comprehensive IT assistance to staff and customers, achieving a 95% satisfaction rate in customer surveys.
- Proactively monitored hardware, software, and system performance metrics, resulting in a 15% improvement in system reliability and performance.
- Actively contributed to maximizing user experience by conducting user training sessions and implementing system optimizations, which led to a 20% increase in user productivity.

Front-End Developer (Internship)

Aug 2021 - Nov 2021

Unit One Group

Gaza, Palestine

- Oversaw the complete development lifecycle of websites, mobile applications, and landing pages, ensuring seamless execution from concept to deployment.
- Spearheaded the introduction of a standardized, responsive, mobile-first approach and strategy across all projects, optimizing user experiences and cross-platform functionality.
- Collaborated closely with product team members to implement new feature developments, actively contributing to the enhancement of product offerings by delivering high-quality, user-friendly features on time and within budget.

Web Development Specialist (Remotely)

Apr 2020 - Sep 2021

American Business Academy

New Jersey, USA

- Developed and customized websites for business clients, tailored to their specific needs and requirements.
- Successfully resolved 90% of technical issues across multiple systems and applications for customers and end-users in different time zones.
- Engineered an asset management application utilizing barcode and time stamp technology, resulting in a 25% increase in resource tracking and management efficiency.

SKILLS

- **ICT & Telecom:** Helpdesk support, network administration, wireless technologies, mesh networks, point-to-point links, fiber connectivity, cabling, CCTV, troubleshooting, backup & recovery, basic endpoint security practices.
- **ITSM / Documentation:** Ticketing and request tracking (Airtable, Zendesk), incident resolution, user training, technical documentation
- **Tools & Platforms:** Garmin, VsCode, Adobe Photoshop, Google Earth.
- **Languages:** Arabic (Native), English (Professional Proficiency).

Projects

ICT & Warehouse Inventory Management System | Dashboards & Workflows

Dec 2025

- Developed an end-to-end inventory management system covering ICT assets and warehouse stock, including item tracking and movement visibility.
- Created operational dashboards and structured workflows to support request tracking, approvals, and reporting across teams.
- Improved data quality by standardizing categories, asset attribution, and documentation, enabling reliable follow-up and stock monitoring.

Route Mapping & Movement Optimization | Facility Map System

Jan 2025

- Developed a dynamic route mapping system for all facilities to optimize team movements, ensuring safe arrivals and departures.
- Integrated real-time route adjustments to account for road conditions and security risks, significantly reducing navigation errors and travel time.

Real-Time Team Tracking & Safety System | Garmin Integration

Nov 2024

- Deployed a Garmin-based real-time tracking system to monitor the movement of medical and support teams across conflict zones.
- Configured GPS tracking devices and established protocols for ensuring personnel safety, allowing live location updates and rapid response during emergencies.

Fiber Network Expansion & Remote Management System | Facility Connectivity Project

Aug 2024

- Led the installation of fiber-optic internet connections across multiple facilities in coordination with service providers.
- Implemented centralized remote management solutions, enabling seamless control over routers, networks, and connected systems, improving communication stability and response times.

CCTV Infrastructure & Remote Monitoring System | Multi-Facility Project

Jul 2024

- Designed and implemented a centralized CCTV infrastructure across multiple medical facilities.
- Established remote control and monitoring capabilities to enhance security and operational oversight.
- Coordinated hardware setup, network configuration, and integrated control systems for efficient multi-site surveillance.

Certificates

- BSAFE - UNDSS, 2025
- Communicate with Database - Udemy, 2023
- Introduction to Cybersecurity - Cisco, 2023
- IBM IT Support - IBM, 2023
- Google IT Support - Google, 2023