# YAZAN M. AL-WAQFI

**Irbid- Jordan**          **00962797413920**      **ywaqfi@yahoo.com**

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## EXPERIENCE

**APRIL, 2016 – NOV, 2017**
**I.T TECHNICAL SUPPORT,** AL REEF AL LEBNANI FOR TOURISTIC INVESTMENTS
- Monitor and maintain computer systems and networks.
- Troubleshoot system and network problems, diagnosing and solving hardware orsoftware faults.

**FEB, 2015 – APRIL, 2016**
**DOCUMENT CONTROLLER,** AGASOFT PROGRAMMING SOLUTIONS COMPANY
- Controlling company and project documentation.
- Following and improving document control procedures.

**DEC, 2014 – FEB, 2015**
**CALL CENTER /TECHNICAL SUPPORT,** JORDAN TELECOM (ORANGE)
- Deliver service and support to end-users using and operating automated call distribution phone software via remote connection or over the Internet.

## EDUCATION

- **DOCTOR OF PHILOSOPHY (PH.D.), COMPUTER SCIENCE/ ARTIFICIAL INTELLIGENCE**
  UNIVERSITY SULTAN ZAINAL ABIDIN, Malaysia, September 2018 – January 2023

- **MASTER OF SCIENCE (M.SC.), IN INFORMATION TECHNOLOGY AND COMPUTER SCIENCE**
  UNIVERSITY UTARA MALAYSIA, Malaysia, August 2012- December 2014

- **BACHELOR OF SCIENCE (B.S.), COMPUTER SCIENCE**
  YARMOUK UNIVERSITY, Jordan, September 2007 – December 2011

## LICENSES AND CERTIFICATION

- **MCT -** (Microsoft® Certified Trainer).
- **MCITP -** (Microsoft® certified IT professional).

# TRAINING COURSE

- **MCTS.NET COURSE** (C#, Asp.Net, Ado.Net).
- **C++/JAVA COURSES.**
- **MCSA COURSE** (Microsoft® Certified Systems Administrator).
- **A+ COURSE.**

# PUBLICATIONS

- Alwaqfi, Y. M., & Mohamad, M. (2020). **A review of Arabic optical character recognition techniques & performance**. *International Journal of Engineering Trends and Technology (IJETT)*, 44-51.

- Alwaqfi, Y. M., Mohamad, M., & Al-Taani, A. T. (2022). **Generative Adversarial Network for an Improved Arabic Handwritten Characters Recognition.** *International Journal of Advances in Soft Computing & Its Applications*, *14*(1).

- Alwaqfi, Y. M., Mohamad, M., Al-Taani, A. T., & Abd Hamid, N. (2023). **A Novel Hybrid DL Model for Printed Arabic Word Recognition based on GAN.** *International Journal of Advanced Computer Science and Applications*, *14*(1).

# SKILLS

- **Project Management**

  - Highly developed research and analytical skills with a solid capacity to conduct independent research.

  - Demonstrated ability to develop goals and objectives and implement strategies enhanced through lesson planning and teaching experience.

  - Proven ability to conceptualise problems and develop well-reasoned and integrated solutions, demonstrated throughout master's and PhD research.

- **Communication / Teamwork**

  - Fostered communication skills through teaching, volunteer and extracurricular environments, public speaking and debating and convening roles in workshops and discussions.

- **Internationalism**

  - High-level intercultural negotiation skills were attained through extensive travel, study and living in developed and developing countries.

- **Technical Skills**

  - Conversant in the terminology and competent in modern office technologies such as Word, Excel, and PowerPoint.

# LANGUAGES

Arabic: Mother tongue.                    English: Intermediate.