

# MOHAMMAD KHALLAF

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[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

## PROFESSIONAL SUMMARY

Results-driven Incident Response Manager with a background in software engineering and backend systems. Proven ability to lead cross-functional teams through high-impact technical incidents, conduct thorough root cause analyses (RCA), and implement sustainable preventive solutions. Certified in Global Best Practice IT Major Incident Management (MIM Professional™, Level 1). Experienced in delivering executive-level communication during critical events, optimizing operational workflows, and driving service reliability improvements in complex telecom environments.

## EXPERIENCE

### Response Manager (Incident Manager)

Aug 2025 – Present

Wavelo (Tucows Group) — via AHL Logics | Remote, Canada

- Lead end-to-end incident management processes to ensure uninterrupted telecom operations and rapid resolution of service disruptions.
- Provide 24/7 on-call support; assess, triage, and prioritize incidents by business impact to minimize customer-facing downtime.
- Deliver clear, timely executive-level communication during major incidents, keeping stakeholders informed throughout the incident lifecycle.
- Conduct Root Cause Analyses (RCA) and drive implementation of long-term preventive solutions across engineering and operations teams.
- Collaborate cross-functionally to enhance system reliability, reduce recurring incidents, and continuously improve response efficiency.

### Corporate Sales Officer (Account Manager)

Jun 2024 – Aug 2025

Jawwal — Corporate Business Center | Hebron, Palestine

- Identified, targeted, and acquired corporate clients to expand adoption of Jawwal and Paltel telecom services.
- Negotiated and closed service provision agreements, contributing to measurable growth in B2B revenue.
- Maintained long-term client relationships through periodic account reviews and proactive follow-ups.

### Backend Developer (Laravel)

Sep 2022 – Dec 2023

Dinosaur Media | Hebron, Palestine

- Designed, built, tested, and deployed web applications using Laravel (PHP) and WordPress.
- Delivered a full-featured integrated management system for an optics center, including multi-role admin access, patient data management, appointment scheduling, eye exam records, and financial tracking.
- Developed a company website for Dinosaur Media, showcasing services with a user-friendly, responsive interface.

## EDUCATION

### Bachelor of Science in Computer Science

Jan 2021 – Dec 2023

Palestine Polytechnic University (PPU) | Hebron, Palestine

## CERTIFICATIONS

- [MIM Professional™ Certification — Global Best Practice IT Major Incident Management, Level 1](#) (May 2026) | Cert No. 16722-22138-1012
- Software Engineering — Agile Software Developer Nanodegree, Udacity (2024)
- AI Programming with Python Nanodegree, Udacity (2023)
- Machine Learning with Python, The Hope International (2023)
- Advanced Python Training, Gaza Sky Geeks (2023)

- Web Application Development — Full Stack (HTML5, CSS, Bootstrap, MySQL, Laravel, PHP) (2022)

## SKILLS

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**Technical:** Incident Management (MIM), RCA, SLA/SLO Management, Laravel (PHP), Python, OOP, C++, MySQL, Machine Learning, REST APIs, WordPress, Bootstrap, Git

**Soft Skills:** Cross-functional collaboration, Executive communication, Critical thinking, Self-motivated, Team leadership

**Languages:** Arabic (Native), English (Intermediate)

## PROJECTS

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### **Alqadi Optics — Integrated Management System**

Full-featured system for an optics center built with Laravel, Bootstrap, and MySQL. Includes multi-authority roles (admin/employee), patient data storage, appointment management, eye exam recording, and financial management.

### **Pre-trained Image Classifier — Dog Breed Identification**

Image classification project using CNNs (AlexNet, VGG, ResNet) and Python to identify dog breeds from images, leveraging pre-trained features from the ImageNet dataset.

### **Dinosaur Media Company Website**

Developed a responsive, user-friendly business website using WordPress to present the company's full range of services.