

IBRAHIM S. ALFAYOUMI

Technical & Project Manager | Data Mining & Risk Management

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PROFESSIONAL SUMMARY

Technical and Project Manager with 18+ years of experience leading IT infrastructure, internet governance, and digital transformation initiatives across Palestine and Saudi Arabia. Combines a Master's in Data Mining and an in-progress Ph.D. in Crisis and Disaster Management with hands-on leadership of the Palestinian .ps ccTLD registry, delivering secure, standards-based (ISO 9001 / ITIL) systems. Skilled in technical team leadership, risk and crisis management, data analysis and visualization, and user-experience design. Published researcher in network security and data mining.

CORE COMPETENCIES

Technical & Infrastructure: DNS / DNSSEC • ccTLD operations • Server configuration & administration • Network engineering (CCNA, CCNP) • Linux administration (LPIC-1) • IT service management (ITIL)

Analytical & Research: Data mining & knowledge discovery • Data visualization • Risk & crisis management • Competitor & feature analysis • Applied research & publication

Leadership & Design: Technical team leadership • Project & timeline management • Cross-functional collaboration • UX/UI strategy & design • Training & mentoring

PROFESSIONAL EXPERIENCE

Technical Manager

2007 – Present

The Palestinian National Internet Naming Authority (PNINA) — Gaza, Palestine

- Lead and manage a multidisciplinary technical team of engineers, developers, and IT specialists, covering recruiting, training, and mentoring.
- Oversee end-to-end operation of the national .ps ccTLD registry: domain registration, configuration, and administration, and full server/hosting infrastructure.
- Manage technical risks and incidents and ensure system installation, configuration, structural integrity, safety, and protection.
- Contribute to technical strategy and recommend process and technology improvements across the registry.

Director of User Experience Department

2017 – 2024

Shared Apps for Information Technology Solutions — Riyadh, Saudi Arabia

- Defined and implemented UX design strategies aligned with business goals and user needs.
- Managed project timelines, team workloads, and delivery quality across concurrent design projects.
- Acted as liaison between the design team and development, marketing, and product management to align on goals and requirements.

Project Manager

2021 – Present

TooPopTech for Integrated Solutions — Ramallah, Palestine

- Lead project teams across design strategy, execution, and client collaboration, managing feedback cycles and deliverables.

Strategic Consultant — Digital Transformation & IT

2011 – Present

Independent / Institutions & Nonprofits

- Provide technical and strategic advisory services, managing technology modernization and digital-infrastructure development projects for multiple institutions and NGOs.

UX/UI Trainer & Mentor

2010 – Present

Training Centers, Boot Camps, Startups & NGO Programs

- Created and delivered UX/UI training courses; supported NGOs in applying human-centered design to improve usability and digital strategy; mentored students and startups in building user-centered products.

ACADEMIC & TEACHING EXPERIENCE

Part-time Lecturer

2021 – Present

Faculty of Information Technology, Islamic University of Gaza — Gaza, Palestine

Part-time Lecturer

2020 – Present

Faculty of Technology and Applied Sciences, Al-Quds Open University — Gaza, Palestine

Teach in the multimedia/IT track, covering design and applied technology subjects.

EDUCATION

Ph.D. in Crisis and Disaster Management (In Progress)

Expected 2029

The Islamic University of Gaza (IUG) — Palestine

M.Sc. in Information Technology (Data Mining)

2019

The Islamic University of Gaza — Palestine

Thesis: *Measuring Semantic Relatedness between Arabic Terms by Exploiting the Wikipedia Graph.*

B.Sc. in Computer Engineering

2006

The Islamic University of Gaza — Palestine

PUBLICATIONS & RESEARCH

Peer-Reviewed Publications

- Alfayoumi, I. S. (2017). Improving Premium Domain Names Registration for the .PS ccTLD Based on Knowledge Discovery and Data Mining Techniques. *Journal of Engineering Research and Technology*, 4(1). [\[View paper\]](#)
- Alfayoumi, I. S. (2015). Client-Side Pharming Attacks Detection Using Authoritative Domain Name Servers. *International Journal of Computer Applications*, 113(10), 26–31. [\[View record\]](#)

Manuscript Under Review

- Alfayoumi, I. S. [add co-authors]. Securing the Palestinian Digital Space: An ISO-Based Integrated Management System for the .ps ccTLD Registry. Submitted to *The TQM Journal* (Emerald Publishing), 2026. Manuscript ID: TQM-06-2026-0405 — currently under peer review; decision and publication anticipated in 2026.

Theses & Indexed Works

- Alfayoumi, I. S. (2019). *Measuring Semantic Relatedness between Arabic Terms by Exploiting the Wikipedia Graph*. M.Sc. Thesis, The Islamic University of Gaza. Indexed in Dar Almandumah academic database. [\[View record\]](#)

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- ITIL Foundation — IT Infrastructure Library, PITA ICT Program, Gaza (2018)
- DNS/DNSSEC Workshop — APRICOT, New Delhi, India (2012)
- CCNP — Cisco Certified Network Professional, Vision Plus Training Center, Gaza (2010)
- LPIC-1 — Linux Professional Institute Certification, PIT Training Center, Gaza (2008)
- CCNA — Cisco Certified Network Associate, PIT Training Center, Gaza (2005)

CONFERENCES

- APTLD82 — Asia Pacific Top-Level Domain Association Members Meeting, Muscat, Oman (2022)
- APRICOT 2012 — Asia Pacific Regional Internet Conference, New Delhi, India (2012)
- APTLD59 — Asia Pacific Top-Level Domain Association Members & Board Meeting, New Delhi, India (2012)

LANGUAGES

Arabic — Native | English — Fluent