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| **Alloul**[**Alloul.176150@2freemail.com**](mailto:Alloul.176150@2freemail.com) | | | | | | | | |
| **PERSONAL INFORMATION** | | | | | | | | |
|  | | Date of Birth | : | 22/8/1978 | |  | | |
|  | | Gender | : | Male | |  | | |
|  | | Nationality | : | Canadian | |  | | |
|  | | Social Status | : | Married | |  | | |
|  | | Visa Status | : | Valid Transferable Employment Visa | | | | |
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| **SUMMARY** | | | | | | | | |
|  | | More than 15 years' experience in different ICT fields: Service Management, Project Management and Development (ITIL v3 Expert certified, ITSM ISO/IEC20000 consultant manager certified, Security ISO/IEC 27002 certified, Cloud Services certified and member in PMI).Expert in ITSM, ICT Service Strategies, ICT Service Design, ICT Service Transition, ICT Service Operation and ICT Continual Service ImprovementProfessional experience in heading Local/Regional IT departments (strategies, budgets, enterprise solution design/development, operations, negotiating and third parties management)Professional experience in managing command control & Data centers (ICT) at city levels (Analyzing Business requirements, Defining Technical Architecture, Designing Solutions, Implementing, testing, maintaining and troubleshooting)Professional experience in Enterprise Asset Management, Call/Contact centers, CAFM and CMMS SoftwareProfessional experience in Oracle and Microsoft Environments, ERP, CRM, HR, Finance and Call/Contact centers solutionsProfessional in Project Managements (member of PMI) and planning using MS Project, MS Visio, allClear Designing tools | | | | | | |
| **EDUCATION** | | | | | | | | |
| Oct 2009 – Oct 2010  Sep 1999 – Sep 2002  Sep 1986 – Jun 1996 | | Master of Science in IT Management – (Pebble Hills), U.S.ABachelor of Computer Science –(A.S.U), JordanHigh School – Al-Eklas High School, Kuwait | | | | | | |
| **Professional Certifications & Trainings** | | | | | | | | |
| **May-2013** | | ITIL v3 Expert – (Certified) | | | | | | |
| **May-2013** | | ITIL v3 Managing Across Lifecycle Training – (Certified) | | | | | | |
| **Feb-2013** | | ITIL v3 Foundation Training – (Certified) | | | | | | |
| **Mar-2013** | | ITIL v3 Service Strategy Training – (Certified) | | | | | | |
| **Mar-2013** | | ITIL v3 Service Design Training – (Certified) | | | | | | |
| **Mar-2013** | | ITIL v3 Service Transition Training – (Certified) | | | | | | |
| **Mar-2013** | | ITIL v3 Service Operation Training – (Certified) | | | | | | |
| **Mar-2013** | | ITIL v3 Continual Service Improvement Training – (Certified) | | | | | | |
| **Jun-2013** | | ISO/IEC 20000 Consultant Manager – (Certified) | | | | | | |
| **Jun-2013** | | ISO/IEC 20000 Associate in ITSM Training – (Certified) | | | | | | |
| **Apr-2013** | | ISO/IEC 20000 Foundation in ITSM Training – (Certified) | | | | | | |
| **May-2013** | | ISO/IEC 27002 Info Security Foundation Training – (Certified) | | | | | | |
| **May-2013** | | Certified Integrator in Secure Cloud Services – (Certified) | | | | | | |
| **Apr-2013** | | Cloud Services Foundation Training – (Certified) | | | | | | |
| **Mar-2013** | | MOF v4 (Microsoft Operation Framework) Training – (Certified) | | | | | | |
| **Jan-2007** | | Project Management Training Program (PMP) | | | | | | |
| **Feb-2007 – Till Current** | | Membership in Project Management Institute – U.S.A (PMI) | | | | | | |
| **Oct-2007** | | Advanced Managerial Skills Training | | | | | | |
| **Nov-2005 – Nov-2006** | | Customer Care Training Program (5 modules):  * The Importance of customer care * Impactingcustomerperceptions**.** * Communication **&** BodyLanguage**.** * Dealing with challenging customers**.** * Leading customer care. | | | | | | |
| **Dec – 2005 – Jan-2006** | | Cisco CCNA (TCP/IP Networks, Switches and Routers) – Training | | | | | | |
| **Aug– 2005** | | Citrix MetaFrame Administration – Training | | | | | | |
| **Jun-2005 – Dec 2005** | | Microsoft Certified Systems Engineer (MCSE) – (Certified) | | | | | | |
| **Jan-2002 – April 2002** | | Oracle Database (PL/SQL) Training | | | | | | |
| **July 2001 -- Aug 2001** | | Windows Networking (Hardware/Software) – Training | | | | | | |
| **April 2001 -- May 2001** | | Visual Basic –Training | | | | | | |
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| **Awards and Appreciations** | | | | | | | | |
| **2012, 2013,2014** | Dubai Police GHQ – Golden Trophy award for improving DP operations | | | | | | | |
| **2012, 2013,2014** | Dubai Police GHQ – Appreciation Certificate for improving DP operations | | | | | | | |
| **2010** | Burj Khalifa – Appreciation Certificate for the hard work & dedication during "Burj Khalifa Inauguration" & launching "At the Top Observatory" | | | | | | | |
| **2010** | Burj Khalifa – Recognition of exemplary performance & outstanding contribution | | | | | | | |
| **2008** | MAF Dalkia – Recognition of dedication & hard work contribution | | | | | | | |
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| **Professional Experience** | | | | | | | | |
| **Oct 10 –Present**  **Head Of Services**  **– Enterprise Accounts** | | **Siemens Lower Gulf BT SSP (U.A.E, Kuwait, Omar & Bahrain)**  **Managerial:** Heading Enterprise Services Department and responsible for Cost Center P&L (Revenue US $ 18 million):  * + Develop and implement strategic plans to increase efficiency and effectiveness within Siemens Lower Gulf (Business and Technical Strategies)   + Improve the operational systems processes and policies in support of organization mission (management reporting, information flow, business process and organizational planning).   + Manage and increase the effectiveness and efficiency of Services through improvements to each function as well as coordination and communication between business functions.   + Play a significant role in long-term planning, including an initiative geared toward operational excellence.   + Oversee overall financial management, planning, processes, systems and controls.   + Management of budgets and development of individual project budgets (P&L)   + Invoicing to funding sources, including calculation of completed units of service   + Organization fiscal documentations   + Regular meetings with Executives around fiscal planning   + Team Management (20 employees, 2 Managers and Senior Engineers)   + Supplier management (more than 30 suppliers)   **Technical:** Managing Enterprise ICT Projects:  * + Projects and systems value of US $ 81 million   + Managing Across systems Lifecycle (Strategy, Design, Transition, operation & Continual Service Improvements.)   + Risk Management, Feasibility Studies and system upgrades/updates   + Technical procurement & purchases   + Develop, Maintain and monitor Tech. processes & procedures ITIL / ITSM /ISO-IEC 20000   + Infrastructure Asset Management   + Oracle & MS SQL Databases, mainframe servers and application services   + Networks LAN/WAN ( Microwave, Fiber & copper integrated networks)   + Domain controller and Network security   + PABX, Telephony systems and Call/Contact Center   + CCTV, Access Control, Audio/Video systems, Display Walls   + Computer Aided Dispatch system, Intrusion Detection Systems   + Backup and disaster recovery | | | | | | |
| **Jun 08 –Oct 10**  **Information**  **And Communication Technology (ICT) Manager** | | **Burj Khalifa (Burj Dubai, Tallest Tower in the World) – Emaar International Group:**  **Managerial:** Managing Burj Khalifa (tallest tower in the world) Information & Communication Technology and Extra Low Voltage (ICT/ELV) systems (40 Enterprise Systems) and responsible for systems value of US $ 68 million  * + Involved in Burj Khalifa ICT systems design, testing/commissioning, handover and operations   + Develop and implement plans to increase efficiency and effectiveness of Burj Khalifa ROI (Return of Investment)   + Improve the operational systems, processes and policies in support of Burj Khalifa mission statement (management reporting, information flow, business process and organizational planning).   + Play a significant role in long-term planning, including an initiative geared toward operational excellence.   + Oversee overall departmental budget/expense, planning, processes, systems and controls.   + Organization fiscal documentations   + Regular meetings with Executives around fiscal planning   + Team Management (10 Systems Engineers & Technicians)   + Supplier management (more than 25 suppliers)   **Technical:** Managing ICT Systems:  * + Projects and systems value of US $ 68 million   + Managing Across systems Lifecycle (Strategy, Design, Transition, Operation & Continual Service Improvement .) to ensure ROI (Return of Investment)   + Risk Management, Feasibility Studies and system upgrades/updates   + Technical procurement & purchases   + Develop, Maintain and monitor Tech. processes & procedures ITIL / ITSM   + Infrastructure Asset Management   + MS SQL Databases, mainframe servers and application services   + Networks LAN/WAN (Fiber & copper integrated networks)   + Domain controller and Network security   + PABX, Telephony systems and Call/Contact Center   + CCTV, Access Control, Audio/Video systems   + Intrusion Detection Systems   + Backup and disaster recovery | | | | | | |
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| **Sep 04 – Jun 08**  **IT Manager**  **Middle East** | | **MAF Dalkia Middle East LLC – Dalkia International Group:**  **Managerial:** Managing IT Departments in the Middle East (U.A.E, K.S.A and Bahrain) and responsible for systems value of US $ 20 million  * + Develop and implement strategic plans to increase efficiency and effectiveness within the Middle East (Business and Technical Strategies)   + Improve the operational systems, processes and policies in support of organization mission (management reporting, information flow, business process and organizational planning).   + Manage and increase the effectiveness and efficiency of Services through improvements to each function as well as coordination and communication between business functions.   + Play a significant role in long-term planning, including an initiative geared toward operational excellence.   + Oversee overall financial management, planning, processes, systems and controls.   + Management of budgets and development of individual project budgets   + Organization fiscal documentations   + Regular meetings with Executives around fiscal planning   + Team Management (7 employees)   + Supplier management (more than 10 suppliers)   **Technical:** Managing ICT Departments in the Middle East:  * + New Countries, Regions, Sites offices IT Setup and Installations.   + Managing Across systems Lifecycle (Strategy, Design, Transition, Operation & Continual Service Improvements .) to ensure ROI (Return of Investment)   + Projects and systems value of US $ 20 million   + Risk Management, Feasibility Studies and system upgrades/updates   + Technical procurement & purchases   + Develop, Maintain and monitor Tech. processes & procedures ISO 9001:2000/ ITSM   + Infrastructure Asset Management   + MS SQL Databases, mainframe servers and application services   + Networks LAN/WAN (Fiber & copper integrated networks)   + ERP and Accounting Systems   + Facility Management Systems and Business process workflows & Procedures.   + E-mailing system, Domain controller and Network security   + PABX, Telephony systems and Call/Contact Center, Call billing system   + Backup and disaster recovery | | | | | | |
| **Jul 02 – Aug 04**  **Senior Systems Engineer** | | **RayaTech LLC – Computer Network Systems (CNS) Group:** Analyzing Business requirements, Defining Technical Architecture, Designing solutions, Coding/implementing, testing, training and maintaining/troubleshooting deployed systemsDeveloping Telecommunication systems & Call Centers using MS & third party technologies like Visual Studio, VBVoice/VBFax SDK, RayaTech TeleAccess SDK v3.1…etcDatabase Designing, Creating and maintaining using MS Access /MS SQL Server /Oracle Database | | | | | | |
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| **Jan 00 – Apr 02**  **Freelancer** | | **Freelancer:** Visual Basic Application Development, MS Access /XP, MS SQL Server, Oracle, Windows Servers, MS Visio, MS Project. | | | | | | |
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| **LANGUAGES** | | | | | | | | |
|  | | * Arabic : Mother Tongue * English: Fluent | | | | | | |
| **PROFESSIONAL ETIQUETTE** | | | | | | | | |
|  | | * Self motivated | | | | |  | |
|  | | * Ambitious, Innovative, Sincere and Responsible * Hard-working * Good communication skills | | | | | |  |
| **Hobbies** | | | | | | | | |
|  | | Reading, Swimming, exploring new things | | |  | | | |
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