## General Profile

A successful and highly professional ICT Manager with extensive general and project management expertise who enjoys being part of, as well as leading, a successful and productive team. Commercially astute and highly experienced in many aspects of IT development, consulting and management including network infrastructure, security and database administration. A strong leader, motivating teams to deliver effective solutions and the highest levels of performance. Able to demonstrate the motivation and commitment required to achieve objectives and meet tight deadlines. Possesses excellent interpersonal skills and can communicate concisely at all levels.

### Core Competencies

* Strong technical background enabling efficient management of technical staff and large programmes
* Excellent communicator at all levels and with third party partners, suppliers and off-shore businesses
* Financial and commercial planning and management
* Translating business drivers into IT Development, Infrastructure and Service requirements
* Production of clear and concise business cases
* Able to define or adapt to IT strategies and ensure the alignment of tasks to them
* Able to identify tactical opportunities and ensure the delivery of them
* Able to build diverse technical teams from Strategy through to Service Management and ensure knowledge transfer

### Employment History

**IT Manager**, SAGEMCOM, Tunisia (July 2013 – Present)

*A Multinational Group.*

* Reporting directly to the MD, responsible for the provision of all IT services to the group.
* Writing technical responses to ITT requests and writing technical solution concepts and presentations to meet business needs and objectives.
* Implementing and maintaining internal project management application, ensuring IT actions are followed.
* Writing operational documentation and implementing additional training resources where required.
* Negotiation and management of IT suppliers and services to the business, including regular review and performance monitoring with primary software house.

Key achievements included:

* Managing a team of over 30 administrative & technical staff.
* Strengthening the IT infrastructure through to implementing new technologies.
* Responsible for hardware and software installation, maintenance and repair.
* Performing routine audits of systems and software. Manage the IT budgets and expenditure on hardware and software.
* Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.
* Recommending and implementing improvements and efficiencies.
* Reporting to the IT Director & Chief Executive.
* Having excellent time management, confidentiality & communication skills.
* Having strong IT, commercial, planning and budgeting skills.
* Management of server software and associated backup routines.
* To evaluate, test, advise, train and support I.T. related projects. Developing & maintaining the company IT systems, software and databases.
* Procurement of IT hardware, software and maintenance products & services.
* Responsible for the recruitment and training of new staff. Writing documentation for ICT procedures, security and disaster recovery.

**System Engineer**, SAGEMCOM, Tunisia (August 2010 – June 2013)

* Reporting directly to the direction, responsible for providing the vision, leadership and advocacy for the development and use of information systems and technology. Specifically responsible for the overall strategy and policy administration for IT, Communications, Infrastructure, Application/Software Development, information resources and IT Service Desk.
* In delivering this role, I used strong communication and leadership skills to maintain a high level of morale and a healthy flow of information.
* I directed all IT projects, using permanent staff, contractors and offshore providers.

#### Key achievements included:

* Redefining and presenting to the Board an appropriate IT strategy and forward schedule, in line with the Company’s vision.
* Deployed a SAN and server virtualisation, centralised databases and reduced the amount of software used
* Responsible for several major IT projects
* Designed an in-house development methodology and improved internal processes.
* Management servers: installation, configuration, management and monitoring access rights.
* Data management: Backup and restore data and BD SagemCom.
* Monitor and ensure the consistency of the information system and compliance with standards used.
* Ensure the provisions of security.

**System Engineer**, Formasoft Connsulting, Tunisia (November 2007 – July 2010)

*IT services company.*

* Provided day-to-day support for all managed services customers, working as an outsourced IT department. Assisted and lead in the design and implementation of network solutions for clients.
* Developed virtualization and thin computing solution for a large local non-profit. I was tasked with not only maintaining client systems and solutions, but in developing, proposing and implementing advanced design concepts. I was assigned to our Managed Service Clients that require a higher level skill set due to either the complexity of the client’s infrastructure or the technical expertise needed to support the defined end-user base.
* I have consistently won the highest rating on Customer Satisfaction Surveys and am rated as “integral to our business functioning” by those clients that I support as Primary Site Engineer.
* In delivering this role, I used strong communication and leadership skills to maintain a high level of morale and a healthy flow of information.

#### Key achievements included:

* Redefining and presenting to the Board an appropriate IT strategy and forward schedule, in line with the Company’s vision.
* Deployed a SAN and server virtualisation, centralised databases and reduced the amount of software used
* Responsible for several major IT projects
* Designed an in-house development methodology and improved internal processes.
* Microsoft Trainer:
* Administering a Microsoft Windows Server 2003/2008.
* Planning, Implementing, and Maintaining a Microsoft Windows.
* Server Active Directory 2003/2008.
* Implementing, Managing, and Maintaining a Network.
* Infrastructure Microsoft Windows Server 2003/2008.
* Implementing and Managing Microsoft Exchange Server 2003/2007.
* Network Administration in Windows Server 2003/2008

**System and Network Engineer**, NetSystem, Tunisia (August 2007 – October 2007)

*IT services company*

* A highly competent and organised systems Engineer with experience of software procurement, installation, administration & compatibility.
* Possessing a proven ability to assist with the day-to-day running of an IT department and it’s business IT systems.
* Extensive knowledge of monitoring and controlling data security within guidelines to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients.

Key achievements included:

* Deployment of WEB Project in client sites.
* Maintain the computer equipment.
* Administration Active Directory DNS DHCP
* Administration SharePoint Server 2007.
* Administration Lotus Domino.
* Project Manager of Backup Solutions.
* Push the objectives of the company

**System and Network Engineer,** Prologic TUNISIA, Tunisia(September 2006 – July 2007)

*IT services company.*

Acting as technical lead to identify and implement solutions to problems affecting IT services. Providing 1st/ 2nd Line and some 3rd Line support over the telephone, remotely and face to face to clients & internal staff members.

Key achievements included:

* Installation and maintenance of all systems within a client’s digital environment.
* Producing documentation on operational, system and user procedures & guidelines.
* Building, configuration and troubleshooting of server and desktop hardware.
* Providing advice on selection and purchase of IT equipment.
* Maintaining maximum availability of supported services for users.
* Obtaining quotes for supply of goods and services from suppliers.
* Designing, implementing and managing Active Directory.
* Deployment of antivirus and Storage solutions.
* Intervention & Technical support on all types of materials: Servers & Storages Dell, HP/Compaq, IBM on site of the customer.
* Monitoring the progress of third-party maintenance contract suppliers.
* Ensuring that support calls are logged and handled effectively and efficiently.
* Responsible for disaster recovery, closing security loopholes and access levels.
* Ensure adequate antivirus protection & solutions are maintained and updated.
* Identify and recommending improvements for E-mail applications.

#### Qualifications & Training

**Academic Qualifications**

### ENIS (2003 – 2006) - Computer Engineer.

### IPEIN (2001 – 2003) - Preparatory cycle

### 2001 - Mathematical baccalaureate

### July 2004 - Internship at Tunisian Chemical Group.

### July 2005 - Internship at Tunisian Chemical Group.

**Technical Qualifications**

* Microsoft Certified Professional.
* ITIL Certificate in Service Management.
* Certified HP ProCurve Networking (APS)
* Certified TREND MICRO

**Technical Courses**

Trend Micro, CISO, MS Windows Server (various), MS Office, MS Project, MS Visio, Linux LPI 101, IBM xSeries and Blade center, IBM Lotus Domino Notes 7, Microsoft Exchange Server, Symantec Backup Exec, REDHAT, Business English Courses …

## Personal Details

* [Date of Birth](http://www.cvplaza.com/cv-personal-details/date-of-birth-on-a-cv/) : 21 February 1983
* [Marital Status](http://www.cvplaza.com/cv-personal-details/marital-status-on-a-cv/) : Married
* [Nationality](http://www.cvplaza.com/cv-personal-details/nationality-on-a-cv/) : Tunisian
* Driving licence : CAR B

#### Interests

Sports (athletics)

### Addendum - Skills Matrix

|  |  |
| --- | --- |
| * Knowledge of Windows and Linux environment. * NT4 & Windows 2000/2003/2008/2012 Administration | * Windows 2000 & XP * Windows 7/Vista/8/8.1/10 |
| * Microsoft SQL 2000/2005/2008 Administration | * Microsoft ISA Server |
| * MS Exchange Server Administration | * Trend Micro Symantec AV |
| * Network Infrastructure Design | * Implementing Security Solutions |
| * LAN WAN | * Firewall Administration |
| * Symantec Backup Exec Administration | * Sophos |
| * Microsoft SharePoint Server 2007/2010 Administration * Implementing and Configuring Backup solutions * Installation and Configuration of IBM & DELL & HP & CISCO * Installing and Configuring HP & IBM Blade Server/Center. * Virtualisation : VMWARE, Citrix, Hyper-V, | * Barracuda SPAM Firewall * MS Project, Odoo * MS Office * MS Visio. * MS SMS 2003 * SCCM 2012 |

Other key words: Goal Directed Project Management, Service Level Agreements (SLA), Key Performance Indicators (KPI), WiFi, MPLS, PCI:, ITIL, SQL, SQL Server, Business Analysis, Business Process, Organisational Change, Network Architect, IT strategy, ISO 27001…

### Other Skills

Arabic, Written/Spoken - Fluent Level

English, Written/Spoken - Business Level

French, Written/Spoken - Fluent Level

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