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| New_logo.gif  Whats app Mobile:+971504753686  Gulfjobseeker.com CV No:1569360  E-mail: [gulfjobseeker@gmail.com](mailto:gulfjobseeker@gmail.com)  IT Manager | |  |
| |  | | --- | | Objectives | | * To work in a position where I can increase my abilities through regularly encountering and solving problems, managing budgets and meeting targets. * To make a sound position in corporate world and work enthusiastically in team to achieve goal of the organization with devotion and hard work. * To work in an environment which provides more avenues in the fields of IT. | | Personal Info. | | Nationality : Jordan  Date of Birth : Dec 30, 1984  Marital status : Married | | Education | | 2002 to 2006  Bachelor of Software Engineering  Al Balqaa Applied University | | Languages | | Arabic  Fluent Reading, Writing and Speaking  English  Excellent Reading, Writing and Speaking | | |  | | --- | | Work Experience | | July 2011 – Present  Electronic Government Authority (EGA)  Project Manager   * Manage several type of projects using latest technologies like SAP, Oracle, IBM FileNet P8, Microsoft Shrepoint, … etc to serve all the government departments in RAK following the PMI methods in project management (please check the Projects List for more information about the projects I've been worked on) * Manage Projects for lots of business areas like Municipality, Courts, HR, Customs, Finance, Economic Development, Lands, Diwan, … etc.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  March 2010 – July 2011  Gulf Commercial Group (GCG)  IBM FileNet p8 (System Engineer / Business Analyst)   * Collect requirements, Design Diagrams, make a full study of the big projects and prepare the system requirement specification that considered as official document to fully build the projects. * Supporting the development teams with application configuration, deployment and technical issues, Oracle and SQL database administration, backup and recovery process, export / import and maintenance of databases. * Acting as prime communication channel between customers & development team. * First level technical support managing day-to-day customer's calls & Problems.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  May 2008 – March 2010  Ideal Solutions  ERP Functional Consultant/ Analyst   * Acting as prime communication channel between customers & development team. * Working as a trainer, managing training sessions conducted for customers on Accounting, Inventory and banking systems. * First level technical support managing day-to-day customer's calls & Problems. | | | |

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| Work Experience (cont.) |
| November 2006 – November 2007  Fawzi Al Najjar & Partner Co.  IT Technician   * Working as a system developer / analyst to develop in-house solution (using C#.net) to manage my employer’s day-to-day operations (HR, Inventory). * Responsible for solving all the problems that Aries on all the Company IT Solutions. |

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| Professional Skills |
| * Plan, Lead and organize activities of section and constituent teams. * Ensure that corporate IT investments, plans, procedures and programs are met on time and within scope. * Formulate and Monitor implementation & improvements of IT policies and procedures, both existing & New. * Forecast, prepare and approve the section Fiscal yearly plans and associated budgets. * Evaluation, Selection and Purchase of Software and/or Hardware. * Review and approve Software licensing and maintenance contracts with vendors. * Lead IT related projects, when necessary, in the capacity of IT Project Manager. * Participate, as required, in establishment and execution of Company level IT related strategies. * Background in programming, system analysis, project management and IT strategies. * Knowledge of IT industry direction, technologies and trends * Analyzing business requirements and developing function requirement and function design documents. Defines and documents business Requirements and processes. * Consults with functional unit management and personnel to identify, define and document business needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access. * Acts as a liaison between departmental end-users, technical analysts, information technology analysts, consultants and other governmental organizations in the analysis, design, configuration, testing and maintenance of Business systems to ensure optimal operational performance. * Analyzes the feasibility of, and develops requirements for, new systems and enhancements to existing systems; ensures the system design fits the needs of the users. * Tracks and fully documents changes for functional and business specifications; writes detailed universally understood procedures for permanent records and for use in training. * Identifies opportunities for improving business processes through information systems and/or non-system driver changes; assists in the preparation of proposals to develop new systems and/or operational changes. * Plans, organizes and conducts business process reengineering/improvement projects and/or management reviews. |

Projects List

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|  | Project Name | Project Description | Role |
| 1 | RAK Departments Websites - Sharepoint | This project is an initiative from EGA to unify the technology (Microsoft Sharepoint) used to build the Government Departments websites (13 Websites), basically we upgrade the already built websites and build a new websites for the departments that don’t have website. | Project Manager |
| 2 | RAK Government Resource Planning RAK GRP – SAP (Land Department) | This project is the largest project in RAK electronic Government Authority, it is initiated to automate all the services and E-services in the Departments (Municipality, Land, Courts, Public Prosecution) and to move on with the latest technology in the market. I was handling the management of Land department system and I successfully delivered all the services as requested on time. | Project Manager |
| 3 | Fleet & Fuel Management System | Manage and monitor all the project life cycle starting from requirement gathering phase then start planning and fixing the sensors till the end of the project and deliver the system and reports. | Project Manager |
| 4 | Notary System | Managing and Following-up the changes and maintenance required to stay up and running on the for the new Notary system. | Project manager |
| 5 | Land Department Legacy System – oracle | Following-up the changes and maintenance required to stay up and running on the old Oracle system that created to automate all the services in land department. | Project Manager |
| 6 | Central Archive and Correspondences system (ECM Project) | The purpose of this project is to have a central Archiving and correspondences system for all the government departments in Ras Al khaimah (7 Departments as phase 1, 5 Departments as Phase 2) | Project Manager – Business analyst |
| 7 | Backlog Projects | The purpose of this project is to archive the physical documents in the departments and upload it to the central archiving system, this project implemented in 2 phases (1st phase 6 million pages for 3 departments, 2nd phase 4 million pages in 2 departments) | Project Manager – Business analyst |
| 8 | RAK Investment Authority (RAKIA) | Collect all the requirements and document it to start the project of automate the process of managing the investments in Ras Al Khaimah | Business Analyst |
| 9 | GRP – SAP (Municipality) | Collect the “as - is” requirements to re-engineer it and deliver it to the Municipality Management. | Business Analyst |
| 10 | FileNet P8 System | Collecting Requirements and support the customers like (Ministry of foreign trade, Emaar ) | System Engineer – Business Analyst |
| 11 | Mazaya Project | In-House ERP Solution (Accounting and Warehouse Management ) | System Analyst – Technical Support |

Courses and Certificates

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|  | Training Name | Date | Produced by |
| 1 | PMI-RMP (Risk Management) Course | 23/10/2013 | Pyramid Professional Management Solutions |
| 2 | Train the Trainer | 06/05/2013 | SAP Academy of Learning |
| 3 | Business Processes in Real Estate Management | 23/01/2013 | SAP Academy of Learning |
| 4 | Land Use Management | 28/01/2013 | SAP Academy of Learning |
| 5 | SAP Interactive Forms by Adobe | 07/01/2013 | SAP Academy of Learning |
| 6 | SAP CRM Services | 17/01/2013 | SAP Academy of Learning |
| 7 | Professional Project Management Program | 23/07/2012 | Cambridge Education |
| 8 | Project Management Professional | 16/12/2012 | New Horizons |
| 9 | The Best Governmental Practices | 11/01/2012 | RAK - SSPGE |
| 10 | Work Stress Management | 29/05/2012 | Continuous improvement center |
| 11 | Extinguishing, Evacuation and First Aid | 27/11/2011 | Directorate General of Civil Defense – RAK |
| 12 | IBM FileNet Content Manager-Designer 4.5 | 05/04/2010 | IBM ECM Education |
| 13 | IBM FileNet Content Manager-Administrator 4.5 | 05/04/2010 | IBM ECM Education |
| 14 | IBM FileNet Business Process Manager-Designer 4.5 | 07/11/2010 | IBM ECM Education |