Hussain

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**Top Management Professional**

**CHIEF TECHNOLOGY OFFICER / HEAD - TECHNOLOGY & PROGRAM MANAGEMENT / DELIVERY HEAD / SBU HEAD**

**⯍** Strategic Planning **⯍** IT Operations Management **⯍** IT Vision & Roadmap **⯍** Infrastructure Planning & Execution **⯍**Technology Evaluation & Selection **⯍** Multi-Site Operations & Support **⯍** Budgeting & Cost Management **⯍** Vendor & Resource Management **⯍** Planning & Deployment of Operational Assets **⯍**  Implementation of Server Virtualization Technology **⯍** IT/ IS Governance **⯍** Disaster Recovery **⯍** SLA Management **⯍** Change Management **⯍** Building Organisational Capabilities **⯍** Customer Satisfaction **⯍** Performance Management **⯍** Cross-Functional Team Leadership **⯍**



An enterprising leader with abilities to manage large complex Information Systems for organisation, besides providing expertise and skills in **Infrastructure Setup, Service Management and Business Continuity** with end-to-end management

* **High-performance top management executive with advanced techno-managerial experience of over 20 years** with documented success of launching and driving new IT initiatives, re-designing IT infrastructures, driving and achieving organizational objectives.

**Certifications**

* Computer Science Information Systems
* Security Assessment Framework (ISSAF) Security Professional
* Business Continuity Management and IT Disaster Recovery
* ITIL Foundation

**Technical Skills**

Software Languages: Basic, Pascal Turbo C, Assembly, FORTRAN, Dbase III+, Clipper, SQL, Visual Basic, Delphi, Visual FoxPro

- Administrating on Dell and HP Computers, Networking with Cisco and Ethernet, Cabling

- Hardware maintenance and user support for MS Windows 2008, 2007 and MS Office2007, 2010, AD 2008

- Maintaining Kindle Banking system, Coda Accounting System, SQL, Exchange, ISA and Netcache and working with Impromtu Report writer

**Professional Affiliation**

BCI (Business Continuity Institute)

International Who’s Who

* A technocrat with a proven track record of delivering value to organisations by effective Strategy Planning, Consulting, Leading New Initiatives / Projects during the career span.
* **Documented success of over 16 years in launching and driving new IT initiatives**, re-designing IT infrastructures and achieving organizational objectives*across a range of business sectors, from government to corporate SME’s.*
* **Highly skilled in designing IT solutions, driving business functions,** understanding technical/ operational bottlenecks in the functioning of the networks and software’s, as well as issues put forth by the clients, and promptly troubleshooting the same to avoid further escalation within SLA.
* Expertise in **base lining and analyzing operational costs** as well as determining gaps between IT and business vision.
* Adroit in performing the Information Security Practices under BS7799/ISO27001 framework and drawing Business Continuity Plan to avoid Business Disaster.
* Defined practices and awareness for IT and Communication operations viz., Procurement, Restructuring and Re-usage of spare IT assets/units.
* Results oriented professional recognized for taking major initiatives, adapting to rapidly changing environment and resolving mission critical issues to ensure bottom line success.
* **An ambassador of change** with the distinction of successful business process re-structuring, implementation of business solutions in organizations within preset budgets and deadlines.
* Respected and seen as a technically astute, visionary thinker & lead by example manager, and proponent of empowerment and accountability.



**CORE COMPETENCIES**

* Driving business operations to outperform annual objectives.
* Functioning as key driver for business process design and solution identification.
* Handling need assessment and preparation of IT blueprint for the organization.
* Selecting and evaluating effective and efficient systems including hardware, software etc.
* Facilitating implementation & support for solutions architecting with compliance to quality standards.
* Undertaking project management activities including planning, scheduling, administration of resources, cost / time / effort estimation & budgeting.
* Steering continuous improvement in delivery of service and supporting product sales organizations.
* Developing and maintaining security policies, standards, governance and providing compliance requirements
* Handling resource allocations and setting up communication channels across various horizons of the organization structure.

**CAREER CONTOUR**



**Nov’ 12 – Oct’ 15 with Gulf Eagle Star, Manama, Kingdom of Bahrain as IT Director**

* Fore fronting entire gamut of IT infrastructure operations encompassing Capacity Planning, Asset Management, Procurement, Vendor Coordination, Software Implementation, etc. for IT set-up.
* Formulating & implementing IT Infrastructure policies; providing innovative and cost effective technical solutions for company wide issues.
* Evaluating new technologies & systems and implementing the approved solutions.
* Aligning IT tools and services with business objectives for increased productivity and high revenue return with improved corporate communications.
* Liaising with vendors for purchasing Software Licenses, Servers, Desktops, Peripherals, etc.
* Designing IT Security architecture to ensure it supports business requirements.
* Rendering consultation services to other companies and firms.
* Accountable for technical competence building, resource management; actively set up team’s appraisal and goals.

**Attainments:**

* **Raised systems and operations** to peak performance levels through creative, hands-on leadership.
* Efficiently managing system designing, hardware procurement, introduction of new technologies both software and hardware, day to day administration, interaction with users and suppliers.
* Judiciously evaluated critical system & implemented security processes, procedure and risk mitigation processes.
* Significantly contributed towards planning, budgeting, auditing, internal control and execution of projects for attaining sustainable growth of organization’s IT infrastructure with its mission, vision and value objectives.

**Aug’ 05 – Oct’ 12 with MENA Telecom, Kingdom of Bahrain as IT Vice President**

* Managed IT infrastructure management functions right from hardware to software solutions and services.
* Understood system requirements and selecting cost effective technology to reduce company expense.
* Managing all the technology related requirements, including technical feasibility study, budget, selection, procurement, up-gradation / migration of hardware, software, database and applications.
* Responsible for managing SLA to maintain uptime and high availability of the complete IT Infrastructure.
* Planning and implementing information security for the company and member of Business Continuity Committee.

**Attainments:**

* Successfully **established IT department** **from scratch.**
* Significantly contributed in writing policies and procedures the IT department.
* Acted as a successful **Project Manager for OSS/BSS.**

**May’ 04 – Jul’ 05 with Ministry of Works and Housing, Manama, Kingdom of Bahrain as IT Senior Administrator**

* Administered entire IT Infrastructure management functions across all sites in Ministry.
* Oversaw installation and administration of Active Directory and Exchange 2003.
* Supported all sites and handled migration of Active Directory to 2003
* Managed NetApp Filer, NetCache and involved in evaluating other systems.

**Jun’ 98 – Apr’ 04 with Bahrain International Bank (BIB), Kingdom of Bahrain as IT Manager**

* Extended complete IT support through installation and administration of Active Directory, SQL Server, Exchange Server, Proxy Server, ISA Server, NT Server and Kindle Banking system.
* Managed Windows 2000 server and workstations, networks & supervised telephone system and internet.
* Responsible for contract negotiation with vendors for purchasing new systems.

**Attainments:**

* Demonstrated excellence in developing HR and banking system (money market and FX) for the bank using SQL and Visual Basic.

**PREVIOUS EXPERIENCE**



**1996 – 1998 with Iran Insurance Company as System Administrator**

**1995 – 1996 with University of Bahrain as Technical Support**

**1995 – 1996 with Micro Centre as Programmer**

**TRAININGS ATTENDED**



* Microsoft Training Programmes:
  + Implementing Microsoft Windows 2000 Professional and Server
  + Designing a Secure Microsoft Windows 2000 Network
  + Implementing and Managing Microsoft Exchange 2000
  + Planning, implementing and managing MS Windows 2003 Active Directory Infrastructure
  + Implementing and Managing Microsoft Exchange Server 2003
* ISA Server 2004 Training Workshop
* Network Appliance – Data ONTAP CIFS and NFS Administration, Release 6.5
* Corporate Security in the Information Age
* ISSAF Penetration Testing – Qualified
* Best Practice in IT Infrastructure Management and Performance Management.
* Business Continuity Management and IT Disaster Recovery

**ACADEMIC QUALIFICATION**



1996 **B.Sc. (Computer Science)** from University of Bahrain.

