EYAD

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Managerial experience in the field of Information technology for higher education with expertise in diverse range of technologies, demonstrated success in managing multiple IT divisions such as networking, service delivery, Applications, telecommunication, ELV and Educational technology solutions. Well organized, results oriented, proven ability to implement standards and procedures and processes that improve business functionality. Solid management skills, capable to leading and motivating individuals to maximize level of productivity while forming cohesive team environment, focused on building strong client relationship.

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| ****Career highlights & Skills****  |
| Expert in higher education IT, build strategic plans, understand the business needs and align IT objective to serve the strategic mission of the organization.

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| * **Certified IT Manager (CITM)**
* **COBIT 5 Foundation certified**
* **Certified ITIL V3 Foundation**
* **ISO 20000 and 27000 implementations.**
* **Certified ITIL V3 Intermediate Service Operations.**
* **Certified ITIL V3 Continual Service Improvement.**
 | * **Implementation of ITIL frame work.**
* **ERP and CRM implementation.**
* **Microsoft operation framework**
* **Proven skills in project management. (PMP)**
* **Cisco Technologies experience.**
* **Nortel Technologies experience.**
* **AVAYA Technologies experience**
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| Employment History |

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|  ****IT Service Delivery Manager**** |
| United Arab Emirates University | **Aug 2010 – 2016**  |
| * Leading the development, implementation, sustainment, and continuous improvement in IT Service Management (ITSM) processes; establishing, measuring and reporting on Key Performance Indicators (KPIs) related to services, processes, operations, and delivery.
* Develop short and long-term service, process goals and maturity levels achievement over specified time.
* Review service metrics (KPIs) that identify the success of the services being utilized to recommend and coordinate implementation of changes to ITSM services to improve metrics
* Ensures that maximum service quality and customer satisfaction achieved through monitoring of the daily operations of the organization support, executive management.
* Responsible for the efficient service delivery and ensure that prompt resolution of all enterprise support problems.
* Implements effective quality assurance procedures to ensure all end users’ desktop operations and front-end application, mobility applications, events hardware, software, and services are within established levels.
* Definition of service level agreements (SLAs) related to contracted services and that escalation flows are in place, advice technically on escalations.
* Change Manager: Head the CAB committee following ISO20000/ITIL best practice.
* Ensure implementation of IT enterprise policies, standards, and procedures.
* Develop a performance measurements framework and facilitate feedback system to team members on issues such as customer service, communication, and technical skills, in order to enhance the quality of support delivered.
* Resolve daily issues of a complex scope that impact the teams and overall business objectives.
* Owner of the service portfolio for any current and planned applications related to ERP, Web services, business and academic applications.
* Additional responsibilities since Jan 2016 to manage a team of 22 technical support for educational technology services such as smart boards, projection system, audio systems, digital signage, IPTV and video conferencing.
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| IT Operations Director |
| Buniah Technology (Dubai Free Zone) | **July 2008- July 2010**  |
| * Improve the operational systems, processes and policies in support of organizations mission specifically, support better management reporting, information flow, business process and organizational planning.
* Working with department heads and senior management to get the best performance.
* Management of budget in coordination with the Executive Director.
* Set strategic plans for the organization and Play a significant role in long-term planning, with the view to delivering operational excellence.
* Ensure that appropriate standards of conduct are established and complied with.
* Provide guidelines for project management for all teams.
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| IT Director |
| Ajman University  | **Dec 2006- July 2008**  |
| * Set strategic plans and policies for IT department.
* Align the IT department strategy to support business needs and objectives.
* Ensure maximum availability of computer systems throughout the campus.
* Responsible for the provision of IT infrastructure services including desktop applications, Local / Wide area networks, IT security and telecommunications.
* Planning for new systems development and implementation.
* Working with senior management to propose, agree and deliver IT service to defined Service Level Agreements.
* Responsible for the IT Budget.
* Manage the IT department includes staff appraisals, disciplining, and career development.
* Responsible for IT hardware, software and maintenance procurement.
* Develop and control the IT policy.
* Review of RFP within the IT department.
* Manage all technical teams as detailed below.
	+ Network Division
	+ User Support Division
	+ Database Division.
	+ Web development Division
	+ Audio/Video Division
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| Infrastructure Manager |
| du | **Jan 2006- Dec 2006**  |
| * Attends meeting with the higher administration and receives strategic orders.
* Makes decision regarding the overall policies and lines of action taken in the Department.
* Approves any Technical critical actions.
* Represents the departments during all-important event and delegates members to attend on his behalf.
* Follows-up on the work of the Team leaders by meeting with them once a week and receiving reports on the progress-taking place.
* Coordinates and ensures that all projects are well managed/administered to meet the dates and ensures that quality customer service in the technical support area provided.
* Conducts studies of projected technical enhancements, and proposes recommendations to Director.
* Plans, defines, directs and coordinates various projects and ensures all tasks completed by established deadlines.
* Responds to various problems and developing appropriate resolution plans.
* Project Manager for more than 30 projects in UAE
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| IT Technical Manager |
| Ajman University  | **April 2004- Jan 2006**  |
| * Initiates and implements improvements in all areas of IT.
* Serves as main point of contact on all IT-related matters.
* Responds/acts on upper-management direction.
* Keeps team well informed of changes within the organization.
* Assists in the planning and implementation of additions, deletions and major modifications to the supporting infrastructure.
* Oversees the administration and maintenance of the infrastructure LAN/WAN.
* Manages and develops upgrades to the telephone system.
* Manages the audio/video team
* Oversees all help desk activities.
* Interacts with internal clients on all levels to help resolve IT-related issues and provides answers in a timely manner.
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| Network & Telecom Engineer |
| American University of Sharjah  | **Dec 1999 - July 2003**  |
| * Maintaining Data Network, Core, Distribution and access switches.
* Handles both Gigabit and ATM technologies implementation, configuration and Maintenance.
* Wireless Network Implementation (AVAYA and Cisco Products).
* Working with both Cisco and Nortel Core, Distribution and Access switches.
* Network management using management software (Activity).
* Voice Network Administrator, PBX installation, configuration and maintenance.
* Multimedia messaging system administration (Voicemail system, Internet messaging, eFax messaging).
* Call accounting system administrator.
* Prepare RFP for PBX systems, Networks and Structure cabling.
* Project manager for more than 20 project over four years.
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| Telecommunication Engineer |
| Future Technology  | **July 1997- Dec 1999**  |
| * Voice network design, Implementation and maintenance.
* Project manager for more than 20 Telecommunication projects in UAE and Gulf region.
* Projects scope
	+ AVAYA PBX installation
	+ Infrastructure (ISP, OSP) design and implementation
	+ Call Center
	+ Multimedia messaging solution.
	+ IVR solution.

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| ****Education**** |
| 1993– 1997  | **Applied Science University** |
|  Bachelor of Computer Management information systems |

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