**Aman**



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**ICT Service Desk Team Leader**

***My Career Objective is*** *making the most of my potential and discover new horizons in the field of Information Security, System, Networks Administration and Technical Support, utilizing my active experience and creativity for more than 11 years, moreover my leadership and managerial Knowledge and skills due to my recent Master degree in Business Administration, those enable me to perform in the best possible way for many years.*

**Profile Highlights**

**Core Strength**

* Project Delivery Management
* IT Service Delivery Management
* Solution Support Service Delivery
* ICT Infrastructure support
* Hardware/Software Testing
* Requirement Analysis & Study
* Information Security Analysis
* Team & People Management

**Technical Skills**

* **Computing Assets:** Dell, HP ProLiant servers/workstations
* **Networking Assets:** Switches, Routers, Wireless Access Points, IP Phones,
* **Peripherals:** UPS, Printers, Scanners, Copiers
* **Operating Systems:** WIN 98/XP/Vista/7/8/Server - 2000/2003/2008
* **System Services:** AD, DHCP
* Oracle Application (Ex. Oracle Time Sheet)
* **Security Products:** WebSense Web filter, Palo Alto Web Monitoring
* **ITSM Tool:** VERITAS Backup Solution
* **Products:** Oracle ERP system

**Functional Skills**

* **Accomplished track record** of leadership/management of Projects for ICT Support Services Delivery, including Infrastructure (computing/networking/peripherals), testing of Hardware/Software, Configuration/Trouble shooting of Computing Assets/Networking Equipment/System Services, System Administration, System Security and DR/BCP monitoring.
* Strong **Technical Expertise** in Windows Platforms (OS), Languages and Development Tools. Similar **Functional Expertise** in e-Commerce, Container Terminal, Stock Exchange, Banking, Insurance, Oil & Gas and IT sectors.
* Exclusive experience in **Project Delivery Management** involving Initiation, Requirement Finalization, Project Scoping, Planning (Estimation, Scheduling & Milestones), Quality & KPI, Risk management, Communication between project stakeholders, Execution Control and Delivery.
* Similar experience in **Support Service Delivery Management** by Communicate & Coordinate with all stake holders to meet Business Demands; SPOC for resolving all Client facing issues; Requirement Analysis & Solution Design of Service Delivery; Defining & Finalization of Functional/Technical Specifications Scope & Terms of Service; Change Request review & Change Management; Incident & Problem Management
* Deft **Team Leader** enforcing team performance excellence, knowledge sharing, motivation and mentoring while being **Team Player** with analytical, problem solving, planning communication & interpersonal skills

**Career Graph**

**United Gas Derivatives Company (UGDC), Port Said & Damietta Plants, Egypt**

**ICT Service Desk Team Leader (May 2010 onwards)**

**Accountabilities:**

1. **Help desk Function:**

* Support the development of an effective, cost efficient and workable framework in order to manage and improve customer IT support across the plant.
* Develop and maintain a structured plan for the operation of the help desk function to ensure continuous help desk support for the plants user population

1. **Desktop Support, System and Network Functions:**

* Align operational activities based on response of key business partners to ensure appropriate resource availability
* Implement tools and handle prioritized issues and management inquiries to ensure smooth running of the plants desktops and associated applications
* Administer LAN for Port Said and Damietta plants.
* Plan, Lead and Control best practices and guidelines for scheduling and performing maintenance operations on ICT systems and Workstations hardware to optimize the performance of these workstations, increase the life time for its components and hence reduce its operational costs.
* Lead the corrective maintenance for IT / Telecommunications equipment needed to minimize ICT downtime.

1. **Team Management & Development:**

* Manage self and team in line with Plant’s people management policies, procedures, processes and practices to ensure adherence and to maximize own and employee contribution to business performance
* Organize and supervise the activities and work of the team to ensure that targets and objectives are achieved and the business plan is delivered in line with the required policies, processes, procedures and systems
* Monitor ICT Service Desk Specialist's performance and provides ongoing feedback to the individual.
* Arrange monthly, quarterly and annually one-to-one and 360 degree evaluation and review with team members and then set objectives and training plans for career development.
* Interact with ICT Service Desk Specialist team on a regular basis, Ensure that they are aware of ongoing initiatives or upcoming changes and projects.
* Oversee the development, implementation and administration of ICT Service Desk Specialist staff training procedures depend on training needs analysis.
* Train, coach ICT Service Desk Specialists and mentor new IT Juniors.

1. **Management Information Reporting:**

* Track, monitor and report KPI’s, MIS and outstanding issues to management to ensure awareness of issues.
* Drive senior management involvement in all high priority incidents in order to ensure effective closure.
* Issue monthly management report of IT / Telecommunications key performance measures.
* Prepare and submit annual hardware and software budgets for management approval.
* Track and analyze trends in Incident records, Problem resolution performance for Service desk requests and then compare these records with last / previous year records then with industry records and finally generate a representative reports accordingly.

1. **Vendor Management and IT Procurement:**

* Manage and implement continuous cost saves and improvement of SLA’s for all help desk managed contracts in order to contribute to the achievement of the Unit’s and cost objectives.
* Specify and issue purchase orders as required for all IT & Telecommunications hardware and software for the plants.
* Negotiate and administer vendor, outsources, and consultant contracts and service agreements.
* Evaluate the Vendor and Outsources behaviors and performance against the service agreements.

1. **Project Management:**

* Lead improvement projects by monitoring and controlling the project plan, managing project stakeholders and changes in order to meet project objectives

1. **Policies, Processes, Systems and Procedures:**

* Establish, document and frequently update ICT Standard Operating Procedures (SOP), ICT Policies and Knowledge Bases.
* Implement approved departmental policies, processes and procedures, and ensure employee adherence so that work is carried out to the required standard while delivering the required standards of service to customers and stakeholders.
* Ensure HSSE for all IT activities is managed effectively per the UGDC HSSE (Safety) policies and standards.
* Member of Tactical Response Team in case of any emergency cases or drill scenarios and effective participant in monthly HSSE (Safety) meetings.

1. **Continuous Improvement:**

* Manage and motivate the team to ensure they contribute to, and participate in, the identification and implementation of change initiatives, programs and projects in line with the plant’s standards.
* Conduct regular SWOT analysis and make a careful assessment of ICT capabilities, issues and opportunities to participate in developing realistic ICT short and long range plans.
* Maintain cost awareness to ensure optimum use of technology and ensure expenditures are justified.
* Optimize overall IT / Telecommunications life cycle costs.

1. **Customer Service:**

* Demonstrate Our Promise and apply the Service Standards to deliver the plant’s required levels of service in all internal and external customer interactions.

**Achievements:**

* Created and then continuously update SOP and Information Security Policy.
* Defined and Launched Information Security Awareness Program
* Developed a Preventive Maintenance process for ICT hardware and software.
* Developed an efficient BCP for all critical DCS workstations.

**Bank of Alexandria (BOA), Cairo, Egypt**

**Information Security Analyst (Jul 2009 to May 2010)**

**Accountabilities:**

* Ensure that security requirements have been implemented in an appropriate and timely manner within the bank.
* Enforce the separation of job responsibilities that impact information security.
* Provide support for new / planned business initiatives.
* Revise Disaster Recovery & Business Continuity design to ensure continuity capabilities.
* Define security requirements for projects, products and technology platforms.
* Review proposed technology initiatives for policy compliance & security design.
* Review existing user IDs and their assigned rights/authorizations and group / profile memberships and confirming with application owners on the validity of the existing user IDs in the application systems.
* Handle of security incidents (perform incident monitoring, response, investigations, reporting).
* Monitor and process the security vulnerabilities in the banking industry.
* Review of system event logs periodically (in conjunction with IT), automated reporting metrics and system audit logs to monitor the user activities.
* Monitor the testing of Bank‘s DRP and BCP plans
* Track security related patches & vulnerabilities
* Monitor change management control procedures for technology services including: network, database, mid-range, technical support, application management.
* Develop an Information Security Awareness program (using the awareness sessions, quiz, memos and posters) to deliver the information security definition, concepts and policies to all bank’s employees.

**Previous Engagements**

**Suez Canal Container Terminal (SCCT), Port Said, Egypt**

**Senior IT Telecom Engineer (Oct 2005 to Jul 2009)**

**Accountabilities:**

* Provide a non-failure IT operation during a shift for a 24/7 environment.
* Provide IT service to SCCT employees and the customers while visiting SCCT.
* Act as IT Operations Manager in taking the decisions in case of system failure during the night shift.
* Repair the hardware and software packages.
* Responsible for the entire IT installation during a shift.
* Manage site inventory for assets (hardware and licenses).
* Assign the new blackberry devices to the blackberry users and synchronized their emails, calendar and contacts.
* Manage user accounts and review system access policy and audit users’ access rights.
* Implement and maintain network components & systems.
* Troubleshoot systems operations and network problems.
* Apply new systems patches and new releases and perform ongoing network enhancements and performance improvements.
* Define, implement and maintain the backup & restore procedures and schedules.
* Cisco Wireless access point’s administration.

**Allied Engineering Group, Cairo, Egypt**

Comm. & System Engineer (Aug 2004 to Oct 2005)

**Accountabilities:**

* Install and configure Cisco Routers to connect different Banks’ HQs with SWIFT Service BUREAU.
* Install and configure Security devices Firewall and VPN devices.
* Work with different type of communication media: ISDN and PSTN Dial-up lines, leased lines, Frame relay and MPLS to guarantee the Availability & Quality of service provided the customers.
* Test, certify, and monitor the whole solution setup.
* Install and configure Swift Alliance server and workstations in Egyptian banks.

**Qualification**

**Education**

* **M.B.A. (General Management)**, from Eslsca Business School, Cairo, Egypt (June 2013 - August 2015) GPA: 3.96 Out of 4
* **B.S. (Communications & Electronics)**, from Faculty of Engineering, Suez Canal University, Egypt (2004).

**Accreditation**

* **Microsoft certified Professional (MCP - ISA 2004 server/2000 server/2003 server)**
* **Sun Certified System Administrator (SCSA - Sun Solaris 10).**
* Microsoft Certificate System Administrator (MCSE-2000) training
* Sun Solaris Administration Part 1 & 2 training
* Cisco Certified Network Associate (CCNA) training
* Implementing Unified Wireless Networking Essentials
* Cisco Voice over IP course (CVOICE) training
* Software and Hardware maintenance
* ITIL v3 Foundation.
* Configuring & Troubleshooting Windows Server 2008 Active Directory Domain Services
* Configuring & Administrating Hyper-V in Windows Server 2012
* CompTIA Security+ Course
* CISSP (in progress).

**Personal Particulars**

**Date of birth:** 26-06-1981

**Languages known:** English and Arabic

**Nationality:** Egyptian

**Project Summary (Select)**

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| --- | --- | --- |
| **Project** | **Operating System Migration** | **Disaster Recovery Site Creation** |
| **Organization** | UGDC, Cairo | UGDC, Cairo |
| **Duration** | 2 Months | 2 Months |
| **Team Size** | 10 | 10 |
| **Environment** | Hyper-V, MS Windows 2008 Server & Windows 7 Professional | Raid 1+0, Clustering, GSM Alternative backup Communications |
| **Details** | System Migration from Win-2003 server to Win-2008 server and Client Machines from Win-XP to Win-7 Professional | Disaster Recovery site creation between Cairo (Head Office) and Port Said site. |
| **Responsibilities** | Team Member - Implementation Engineer | Team Member - Implementation Engineer |

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| --- | --- | --- |
| **Project** | **External and Internal Security Assessment** | **Create a contingency plan for DCS workstations** |
| **Organization** | UGDC, Port Said | UGDC, Port Said |
| **Duration** | 15 Days | 1 Month |
| **Team Size** | 2 | 4 |
| **Environment** | Penetration software | Hiren, Windows CD, Acronis |
| **Details** | Penetration test for workstation Image, Network and Company website | Repaired the corrupted system files in Critical DCS workstation and create a contingency plan for all of them |
| **Responsibilities** | Implementation Manager - Penetration test for workstation Image, Network and Company website | Implementation Manager - Repaired the corrupted system files in Critical DCS workstation and create a contingency plan for all of them |