**Hamdy**

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**Objective:**

I am **IT Services Director** with extensive IT, Banks, and Telecommunications experience. I am ITIL v3 Expert and Six Sigma Green Belt as well. I have solid Technology Architecture experience, and Capable of planning, developing and implementing Technology solutions for Telecoms and banks using iCloud and visualization.

I have a wide experience with **ITIL service management, IT operation management** and IT Business Governance, requirements assessment, systems/application integration, emerging technologies, cross-functional leadership, disaster planning and recovery, software development, vendor partnerships, and capacity planning.

**Set of Technical Skills:**

* Certified ITIL v3 Expert.
* Certified Six Sigma Green Belt.
* IT Change management Certified Practitioner.
* ITSM solutions Architect and implementation ServiceNow, and HP Service manager.
* IT Data Center Management
* Certified UNIX Systems Administrator.
* Certified IBM AS/400 Systems Administrator.
* Certified Systems Analyst and Designer - IBM
* Certified IT Project Manager.
* Core Banking solution Architect and implementation BankMaster, Bankmate, i-Flex.
* ORACLE Financials and ORACLE Financials Services Applications (OFSA) Project Management,
* ERP Functional consultant using SAP, Great Plains e- Enterprise and Microsoft business solution
* Document Management Systems Analyst and designer using IBM Image Plus/400 and Workflow Business Analysis and design.
* Data Warehousing and ERP systems Implementations and project management.
* IT Quality Assurance and Audit Management.
* IT Disaster and Recovery Project
* Networking implementation & security (VPN, Firewalls, proxy, Routers and digital lines administrations & troubleshooting.
* Electronic funds transfer systems administration (Turbo SWIFT & Turbo Connect).

**Education:**

B.Sc. in **Computer science & Information Systems. Graduation grade of " Very good with the second degree of honor"** - Sadat Academy for management sciences, CAIRO – EGYPT

**Awards**:

* Listed in the *MARQUIS WHO'S WHO IN THE WORLD ENCYCLOPEDIA FOURTEENTH EDITION 1997*.
* An active member of IEEE (*institute of electrical and electronics engineers-computer society*) New Jersey -USA. SINCE NOV. 1993.
* Member at the *Information Systems Audit & Control Association* (ISACA), USA, Since April 2000

Professional Experience:

* **Head of IT Enterprise service monitoring Commercial International Bank - CIB**

**March 2016 – Present Cairo, Egypt**

* Lead the definition, architecture, development, implementation, maintenance and support of the IT enterprise Service Monitoring department with global scope on all the Banks IT services, using HP Open view (NNMi, HP BSM, HP BPM, HP Sitescope), and HP Service Manager for ITSM functions.
* Oversee the IT service management functions starting from the ITSM processes architecture, the incidents management, change management, configuration management, service desk, and event management integration and delivery.
* Manages the day-to -day operations of service monitoring department including directing staff, who support administrative computing, networking, user services, and telecommunications.
* Participate in the IT department's operational and strategic planning, which includes fostering innovation, organizing and planning projects and negotiating resource allocation in support of an integrated technology roadmap.
* Execute special projects and large-scale implementations, as needed Develop and implement a customer service platform to serve the organization in every aspect.
* Ensure the security and protection of corporate information systems and equipment; align IT risk management initiatives and lead all disaster recovery plans.
* Conduct research on technologies and make determinations on the probability of implementation success.
* Establish strategic service provider partnerships and efficient IT vendor management disciplines.
* Design, establish, and maintain a network infrastructure for local and wide area connectivity and remote access.
* Consult with administration, department managers, and manufacturing representatives to exchange Information, present new approaches, and to discuss equipment/system changes.
* Participate in vendor contract negotiations for all new computer equipment and software purchased for the corporation.
* Create a cost-benefit analysis as well as supporting a detailed definition of data requirements and departmental workflows.
* Ensure compliance implmentation of the CBE regulations, and the internal controls regulations.
* Proven IT leadership including subject matter expertise and a record of accomplishment in developing and executing strategies that provide value to both internal and external clients.
* A hands-on leader with unquestioned integrity and ethics, with a desire to work in a growing, dynamic, mission-driven, and values-based organization.

* **ITSM Transformation Senior Consultant**

**Dec. 2013 – Feb. 2016 AMD Advanced Micro Devices Austin – Texas**

**Capricorn Systems Inc. Atlanta, Georgia - USA**

* Responsible for managing the IT Service management functions that includes but not limited to ( IT Service Desk, IT Change management, IT Incidents management, IT configuration management, IT Problem management, CMDB )
* Lead the ITIL service management Transformation project for AMD, elevating the ITIL Maturity level from 1.5 to 4.
* Measure the ITSM existing Processes as Change, Problem, Incident Management and Assets inventory management to perform a continuous Performance analysis.
* Set the Processes SOPs (Standard Operations Procedures) and align it with the Operations standards and Business targeted SLAs. And Operational KPIs.
* Implement a complete design and Operational Processes conversion on ServiceNow ITSM tool.
* Conduct Knowledge Transfer sessions for Executive and Senior management Technology and business leads.
* Set Program Management standards for the uCMDB (Configuration management Data Base) implementation Project.
* Lead an integration program for the the ITSM Processes with the uCMDB and the required Processes interfaces.
* Introduce more ITIL service management Processes in accordance with the improvement of the ITIL Maturity level (Availability management, Capacity management, Security management, Continuous service improvement management.
* Provide consulting, training and support to IT and business personnel in the use of Enterprise Change Management and change control tools and procedures.
* Drive the effective and efficient delivery of ITIL processes (such as Change, Problem, Incident Management and Production Readiness) that align with business and IT strategy
* Establish key departmental metrics and drive to achieve results while assuring our overall IT commitment to operational excellence and customer service
* Play a key role in the transformation of the organization including maturing service management processes. Help develop and maintain a flexible organizational structure that ensures the best utilization of internal and external human resources.
* Directly manage a team of Technical Analysts with a wide range of experience and expertise. Team members often include a blend of associates and contractors. Ensure that Technical Analysts are using accepted processes and methods which include ITIL best practices and ITSM disciplines
* Initiating ITIL Functional Processes Change management, and Configuration management (uCMDB), SLA, Incident management, Problem management.
* Ensure service and stability levels are met or exceeded year over year. Responsible to develop continuous improvement plans that will help achieve higher service levels, improved stability, and customer satisfaction
* **Head of IT Service Management and Change Management**

**Jan. 2005 - December 2013 MobiNil (Egyptian Company for Mobile Services)**

**Cairo, Egypt**

* Manage the execution of day to day IT service management tasks, with the service management functional managers (Problem Management, change Management, Availability Management)
* Head the CAB functions, problem updates and reviews, post change implementation reviews, daily and weekly performance reports.
* Develop and oversee execution of process improvement programs for implemented Service Management processes (change, problem, Availability management)
* Meeting with stakeholders to discuss Service Management Process performance, audits, training and areas for improvement.
* Interacts with other functional and business leaders to ensure appropriative methodologies are deployed, understood, followed, and effective.
* Analyze, design and implementation Service management solutions and tools, HP open view, and Service Center
* Develop, maintain and execute regular reporting against Service Management performance indicators.
* Mentors, interacts, and ensures cross-team and cross-department cooperation.
* Participates in a collaborative team environment functioning within the ITIL Best Practices.
* Presenting, Training and Consulting staff on Service Management processes.
* Expresses recommendations based on client desires, product architecture, cost, quality, and delivery timelines.
* Provide ongoing Change Management functions for all application and infrastructure changes.
* Responsible for implementing best-practice-based change management standards, policies, processes, and tools.
* Responsible for assisting in the effective development and implementation of ITIL processes and Sarbanes Oxley compliant
* Change management methodology to ensure that all information systems and services meet the company standards and end-user requirements.
* Assist in developing change management process for all aspects of the systems: Network, web and intranet applications.
* Monitor compliance with change standards and procedures and report deviations to management.
* Responsible for educating existing personnel in change control concepts and practices, including other teams.
* Responsible for the development and maintenance of change documentation detailing departmental standards, policies, and procedures.
* Provide consulting, training and support to IT and business personnel in the use of Enterprise Change Management and change control tools and procedures.
* Recommend action to ensure application and infrastructure changes take place and be involved or take remedial action, and where appropriate take the necessary steps to ensure effective outcomes.
* Make recommendations for effective deployment of resources to achieve change outcomes.
* Work closely with development and IT managers to ensure that appropriate scope, estimation and resources are being assigned to implementation processes.
* Work with Project Management team to ensure compliance with documented project requirements. Ensure quality assurance measures are included in each project life cycle.
* Assist in the definition, implementation, and constant monitoring and improvement of change management processes, standards, tool, methodologies, and metrics.
* Work closely with relevant management levels at all stages of implementation to facilitate effective communication and understanding.
* Ensures that all team members are receiving adequate and appropriate training necessary to be successful in their roles.
* Ensure compliance of audit requirements. Tracks progress of audit point resolution and reports status to management.
* **IT Operations and user Support Manager National Bank of Abu Dhabi**

**Jan. 2002- Dec. 2004 Cairo-Egypt**

* In Charge of managing the bank daily IT operations, that includes 10 branches with a large WAN communication Network (Digital, FR, Leased lines, and VPN Connectivity with the Bank H.O. in Abu Dhabi.
* Managing the Bank ATM network of (9) ATM Machines (SPARROW HAWK) with support of the Egyptian Banks Company ATM Switch (123) and Master Card international connection.
* Managing the systems operators for An integrated Card Management system for the Cash plus service (ATM Cards )
* Managing the systems operators for SWIFT (Turbo SWIFT, Turbo Connect) fund transfer system between the bank and its correspondent bank nationwide and international banks.
* Managing the systems operators for the Core Banking system for the bank local network using MISYS products (BankMaster, BranchPower, BEAM)
* Managing the systems operators for the Bank Parent Domain Server for Egypt Area and its children servers in the local Branches distributed nationwide using Windows 2000 Server, DNS, DHCP, RAS Technology and active directory structure.
* Plan and implement System Security procedures
* Supporting Systems technical issues with the concerned staff in the area of Communications, business analysis, networking and end-user support whenever needed.
* Plan And Manage Backup and Recovery Policies and strategies.
* Plan Disaster recovery plans for the Data Centre.
* **IT Quality Assurance Manager & IT Projects Manager**

**July 1997- Jan. 2002 Egyptian American Bank (American Express Affiliated Bank) Cairo – Egypt**

* In Charge of Setting Core Banking Systems Security procedures and controls
* Networking Firewalls and VPN Security Systems tests and Solutions Acceptance testing.
* Change Management and control (ALDON), End-User Acceptance and test implementations procedures.
* Year 2000 Business Continuity planning (BCP) project manager - in charge of planning and implementing the plan of the Egyptian American bank (29 branches) for the year 2000 compliance and conversion and Business continuity of any software that may be required; managing the Y2K analysis and programming team.
* Oracle Financials Services Applications (OFSA) Project Manager, generating Profitability reports and advice for NEW Line of Banking and finance products depending on their Cost/Benefit Break Analysis using Oracle financials Analyzer (OFA).
* Image & archiving project manager -in charge of planning and implementing of the EAB replacement plan of the microfilms with a new document processing systems for all the branches using centralized document processing system (BYTEQUEST, document processing system) and high speed fujitsu scanners with a Plasmon juke boxes.
* Perform the AS/400 technical support engineer functions duties while he is not doing all the AS/400 system engineering and technical support duties.
* Perform the Quality Assurance Duties (change Management and control, User Acceptance test and procedures).
* **Senior Systems Analyst/ programmer And AS/400 Systems and Technical support engineer**

**June 1991-May 1997 Saudi Consolidated Electricity Co. Jeddah- Saudi Arabia**

* Developed a document image processing system (using IBM IMAGEPLUS/400) with the workflow analysis approach for the customers' files in the customers’ service department. (Analysis, design, and implementation)
* Supporting the programming works for image plus 400 APIs and user exits using COBOL 400 to complete the image processing works.
* Developing financial payment system for the finance dep. of the company (accounts receivable, accounts payable , invoicing systems for the customers.
* Outside system consultant for the SAUDI royal air force, participating in the analysis and design of the human resource systems on AS/400.
* Outside system consultant for the SAUIDI telephone and telegraph co. (PTT) for the analysis and programming of their billing system to the customers.
* Perform all the technical support duties for the AS/400 , systems upgrades, tuning, backup& recovery, security works
* Developing many pc based systems for payroll, stock, training using clipper and dbase iii plus.
* Preparing and teaching many computers courses for the training department in the company.
* **Senior Programmer & Training Manager**

**June 1988- Jan. 1991 AlAlamiah Electronics Co. (SAKHR) AlKhobar - Saudi Arabia**

* Supporting Arabization programming works for the SAKHR Arabic products.
* Participating in the system conversion to the AS/400 and develop the main accounting system and training on AS/400.
* System consultant for the programming project of the Saudi British bank for their check processing system.
* Preparing and teaching computers technical courses for many Saudis government authorities (Saudi royal air force, traffic dep.)
* Installing pc hardware equipment’s for different customers within the eastern region of Saudi Arabia.
* Technically supports the customers ad-hoc requests either h/w problems or s/w problems.
* Managing Al-Alamiah training center in Al-Jubail city - Eastern region- Saudi Arabia.

**Training Courses:**

* Installation & Supervision management in LAN (Acer Corp.18 to 24 Apr. 1990 Jeddah KSA).
* Using LAN (NetWare) (Novel Corp. 2 to 16 May. 1991 Jeddah KSA)
* UNIX with TCP/IP (25 Nov. to 2 Dec. 1991 Jeddah KSA).
* OS/400 Using and Administration (Saudi Cairo Bank 5 to 20 Jan. 1993).
* OS/400 Security – SBM , Jeddah , May 1996
* OS/400 SQL. - SBM , Jeddah , May 1996
* OS/400 tuning - SBM , Jeddah , June 1996
* OS/400 Control Language - SBM , Jeddah , June 1996
* OS/2 Administration - SBM , Jeddah , August 1996
* Windows 2000 Server Installation and Administration. MS, Cairo 2001
* Windows 2000 AD administration, MS, Cairo 2001
* Exchange 2000 Email server installation and administration, MS, Cairo 2001
* Diebold ATM Installation and Administration , NCR, Cairo, 2001
* Sparrow Hawk software customization (ATM software) , NCR, Cairo2002
* I-Flex Retail and Corporate module training 2003, I-Flex , Cairo
* Misys BankMaster, and Branch Power – System Administration , Misys , Cairo , 2002
* Misys BankMaster, and Branch Power – Back office and Branches Operations , Misys , Cairo , 2002
* GSM Fundamentals , Cairo , March 2005
* HP OSS and open view Service Desk and Operational Modules , HP , Cairo, 2005
* ITIL Foundation Course , OMS – HP , Cairo, Sep 2006
* ITIL Practitioner Certificate in Change Management , PPI , UK, Jan 2007\
* ITIL Service Delivery. OMS , 2008, Cairo – Egypt
* ITIL Service Support , OMS , 2009 , Cairo – Egypt
* ITIL v3 Expert Bridge , PPI , UK , 2011
* Six Sigma Green Belt Courses and Exam , Motorola University & MobiNil , Cairo , 2010

**Hardware/ Operating systems:**

IBM AS/400

IBM RISC/6000

IBM ES 9000

TANDEM, NCR UNIX, HP UNIX, SUN Solaris, SGI Linux

OS/400, OS/390, UNIX, Linux, AIX, MVS-ESA

MS-DOS

MS-WINDOWS 3.11/95//98/NT/2000/XP/7.0

TCP/IP, IPX, LDAP

**Software/ Languages / Tools:**

COBOL/400

JAVA, HTML/DHTML

ORACLE financials Service Applications (OFSA) 4.0

ORACLE Financials (GL, AR, AP) , ORACLE Data Mart , ORACLE Developer

IBM Image plus/400, Documentum, FileNet

Tivoli, Aldon, RATIOINAL ROSE

WinRunner / LoadRunner Testing tools

**DATABASE:**

DB2/400, ORACLE 8i, INFORMIX, SYBASE, Teradata SQL, SQL Server

**Banking Systems:**

Bankmate, MISYS BankMaster & Branch Power, Temonos – T24