|  |
| --- |
| **ANWER****ANWER.335500@2freemail.com** |
| core24x24icons Key Skills | knowledge24x24icons Profile Summary |
| *IT Operations & Support Management**Infrastructure & Data Center Facility Management**End-to-End Project Management**ITIL Service Framework (Incident, Change, Problem, Release & Availability Management)**Service & Process Transition / Transformation**IT Budget (CAPEX & OPEX), Cost Control, Vendor & Contract Management**Managing IT Security & Network Operations**IT Compliance, ISMS-ISO 20000/27001, Audit, SLA/OLA Management**Disaster Recovery, BCP and Risk Management**Designing NOC/SOC Infrastructure**Team Building & Leadership* | * Result-oriented professional with **12 years** of experience in IT Infrastructure Management, IT Governance, Change Management, IT Security Management and IT Operations & Support Management
* Presently associated with **Dubai Electricity & Water Authority (DEWA), Dubai-UAE as Manager - IT Operations & Governance.**
* Sound exposure in mentoring the IT Operations & Data Center team including NOC/SOC, Change Management Process, Service & Solutions Delivery Consultation and Enterprise Architecture.
* Skilled in diagnosing and resolving infrastructure problems and accordingly setting architecture within Infrastructure portfolio.
* Expertise in Operations & Business Support of IT Infrastructure, core network and Data center functions management and maintenance of DC & DR servers, backup, storage, Virtualization, Core Security and firewall etc.
* Specialization in implementing and maintain ‘Best Practice frameworks ITIL/COBIT/TOGAF/PMBOK and processes to ensure high customer satisfaction and good technical outcomes.
* Experienced in simplifying ISO-IEC 20000/27001 policies and establishing effective document structures (e.g. policy, process, procedure, standards and guidelines) in accordance with regulatory and corporate documentation requirement.
* Experienced in managing all phases of the projects from planning to execute – including resources, budgets and expectations of all stakeholders.

career24x24icons Career Timeline |
| softskills24x24icons Soft Skills |
|   |  |
|  Education* 2005: MBA in International Business from India
* 2002: B.Sc. in Computer Science from India
 |
| exp24x24icons Work Experience**Employer Name: Dubai Electricity & Water Authority (DEWA), Dubai-UAE****Duration: October 2009 - till date | Job Title: Manager - IT Operations & Governance****Role & Responsibilities:** ***IT Infrastructure & Operations Management**** Provides leadership and direction for Infrastructure and Operations team being accountable for product performance, service delivery, and end-user satisfaction.
* Managing IT Services (Network, System, Application, Storage, Virtualization and Data Center Operations) including NOC/SOC and provide standard procedures and controls to site offices in maintaining IT Services for respective Data Centers.
* Responsible to design and implement monitoring controls, tracking, reporting to key IT operations metrics.
* Accountable for planning, operational procedure & process management, including the responsibility of vendor management in the areas of IT Infrastructure and information Security Implementation.
* Conducting regular DR drills licenses, asset utilization and tracking, lifecycle management, upgrades, maintenance, audit, technology evaluation POCs, negotiations and sourcing scheduled reports.
* Managing production application/systems, analyses incidents/trouble shoot issues, identify solutions and coordinate with stakeholders for deployment of fixes, test and implement releases in order to facilitate DEWA IT operations with minimal downtime.
* Accountable of Planning, organizing and provides overall direction in the design, development, implementation and maintenance of DEWA Infrastructure, applications and ERP servers in highly complex environment.
* Directs the day-to-day operations of the IT services department including hiring, training, and directing staff, who supports the end user services, networking, business needed technology etc.

***IT Governance Management**** Ensuring support model is supported through SLAs, OLAs and UC’s, consult with/escalates to vendor management in case of disputes.
* Responsible to enable beneficial changes to be made, with minimum disruption to IT services, facilitates and chars weekly CAB meetings.
* Managing all aspect of change management including running various changes meetings, assessment, and planning, risk management.
* Generating regular KPI/metrics reports, responsible to crate/maintain all change management documentation including policies.
* Responsible to develop solutions and work-around using problem solving techniques in order to restore service as quickly as possible.
* Accountable for Incident handling, change management review, CAB, Business Continuity Planning, Disaster Recovery, Technical Vulnerability Management, Information Security and Documentation.
* Responsible to create Service Catalog, RACI chart, SLA/SLM, policies and procedures including Safety, Quality & Environment.
* Facilitates and coordinate routine problem management meetings, publish problem management reports with clear priority areas of focus with actionable plans and deadlines.
* Supports the EVP in initiatives that develop and promote DEWA’s technology governance and reports on DEWA’s technology departments, operations and command centers functioning according to governance standards and mandates, this includes but is not limited to projects, initiatives, ideas, systems, devices, and smart utility systems.

***IT Service Management**** Responsible for managing the performance of Level 1 (Severity1) and Level 2 (Severity2) services and support to clients ensuring that service levels are achieved.
* Managed and executes the process for communicating outage/emergency activities to the users of DEWA across all branches.
* Responsible for implementing and maintain IT workflow systems, leading cross functional teams in identify and implement improvements to the Service Desk request/incident logging and change management system to provide effective and efficient service to users.
* Determines the readiness levels of business users with regard to upcoming changes, uncovers readiness gaps and creates and implements action plans to close the gaps prior to going live.
* Design and monitor operational plans to ensure that the strategy is translated into annual operational business plans for technology department and that performance is monitored and managed to ensure continuous improvement.

***IT Compliance & Risk Management**** Leading the development of IS strategic plan for enterprise applications, information management, technology infrastructure, support services and process development.
* Responsible to accessing IT Service Management Processes including incident handling, Problem Management, Change and Configuration Management, Release Management Practices using ISO/IEC 20000-1:2011 and ITIL Guidelines.
* Responsible to review Business Continuity and Disaster Recovery practices using BS25999 standards.
* Ensures that BCDR procedures are defined, documented, tested and implemented according to industry’s best practices and standards.
* Protects and facilitates against network, systems and applications security breaches and vulnerabilities.
* Maintains knowledge of security and privacy regulations of UAE, ensuring the staff meet all regulatory requirements, comprehend and comply with the best practices, professional standards, internal policies and procedures.

***Project Management & Budgeting**** Helping in maintain IT Division project portfolio with prioritization, status, milestones and intake of new projects.
* Responsible to identify, track and report complex product and system dependencies across various product lines, as related to the design, development, quality assurance testing and deployment of enterprise solutions.
* Performs the full range of project management cycle: initiating, planning, executing, monitoring, controlling and closing.
* Participate and contribute to business development endeavors such as RFP/RFQ, reviews, proposal development, drafting concept and white papers and other efforts as directed by higher management.
* Supports the project managers in project transition to production and successful handover to production support team to ensure minimal interruption in support services.
* Monitors and controls resources, revenues and capital costs against the project budget and manages expectations of all projects stakeholders.
* Develops and prepares assigned budgets, analyze and review budgetary, financial data, control and authorize expenditures in accordance with established Authority’s policies, determine allocation of budget and staffing resources to obtain departmental goals.

***IT Procurement & Vendor/Contract Management**** Responsible to manage and implement continuous cost saving program and improvement of SLA’s for all Service Managed contracts in order to contribute to the achievements of the Unit’s and cost objectives.
* Responsible to review, recommends policies and procedures covering the selection of technology suppliers, tendering and procurement, promotes sound third party management practices to nurture strategic relations and identify opportunities for assets optimization and cost savings.
* Managing and collaborate with third party software, hardware and support vendors where appropriate and ensure that their performance and provision of services and quality is consistent with management expectations that enables to meet exceed service levels.
* Coordinates with external vendors to ensure services are provided as per agreed SLA’s and TATs.
* Responsible to review solution provided by vendors and translate against the project requirements to assist business users in understanding system functionality.

***IT Security Management**** Responsible to respond on emerging threats such as APT and other forms of targeted attacks, organized crime etc.
* Responsible to assemble and coordinate with the Instructions and other teams at DEWA to resolve security incidents as quickly and efficiently as possible.
* Develops, maintains and continuously updates all enterprise IT Security policies and programs to ensure compliance with internal and external controls.
* Coordinates all reviews of IT NOC/SOC controls and collaborates with auditors to address any areas of deficiency.
* Responsible to enforce security policies and procedures across data center, networks, databases and applications.
* Responsible to identify, investigate and report on suspected breaches and review findings with key stakeholders.
* Coordinates crisis management with relevant stakeholders.
* Plans and developed IT Security policies to prevent unauthorized access, risk and malicious attack.

***IT Auditing Management**** Assisting in maintaining a professional and independent IT Audit function, ensuring adherence to DEWA IT audit policies and internationally accepted IT auditing standards.
* Assisting VP/Audit in providing executive management and the Audit Committee independent, objective assurance and consulting service in IT related activities by taking a prominent leadership role in promoting improvements to IT risk management, control and governance process, adding value through a systematic disciplined and focused audit approach.
* Reviews and monitors the audit of IT Infrastructure such as computer networks, operating systems, security, IT Organization general controls, Enterprise Business Applications, ERP and other support systems to ensure system confidentiality, integrity, availability, efficiency and effectiveness and compliance with appropriate regulations in providing service to corporation.

exp24x24icons Previous Work Experience**Employer Name: Union Bank of Switzerland (UBS), Hyderabad-India****Duration: February 2007 - October 2009 | Job Title: Lead Systems Engineer – IT Service Delivery****Employer Name: Saudi Jeraisy Computers & Communication Services, Riyadh-KSA****Duration: January 2005 – February 2007 | Job Title: System Engineer – IT Operations & NOC**Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.png Certifications * PMP (Project Management Professional)
* PRINCE2 Certified
* ITIL Expert Certified
* COBIT 5 Certified
* TOGAF 9 Certified
* Six Sigma Green Belt Certified
* ISO/ IEC 27001 Certified
* CISSP Trained
* CISA Trained
* Certified Ethical Hacking (CEH)
* ISO 20000 Certified

  |