MOHAMED

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# PROFILE SUMMARY

# With over 18 years in IT operation, infrastructure and management experience across diverse organizational domains in addition to wide experiences in Technology & Data Center Management overseeing and coordinating technology direction and strategy, process and quality improvement. Managing IT corporate standards compliance, asset management, project planning management, budgeting, forecasting, and customer relationship management. Knowledgeable in SAP ERP Systems, Project Management, ITIL and Data Center, Possess proficiency and strong knowledge of several industries’ processes including manufacturing industries (Cement, electrical, Ceramic, Precast, Steel, wooden and aluminum.) and Construction filed. Supervised and participated in two ERP implantation; (SAP and Oracle JD Edwards).

# HIGHLIGHTS OF EXPERTISE

●Strategic Orientation

●Customer Impact

●M**arket knowledge**

●**Commercial Orientation**

●Vendor Evaluation

●Key Account Management

●End-user Support

●Troubleshooting/Resolution

●Product Resource

●Client Relations

●Project Management

●Strategy & Execution

●Innovative IT Initiatives

●Project Management

●Resource Management

●Contingency Planner

●Research & Strategic

 Analysis

●Project Evangelist & Team Builder.

● Resource Optimization.

●Data Center Design Audit and Operation

●Quality Assurance

● Cross Functional Team Coordination

●Application development

# P R O F E S S I O N A L E X P E R I E N C E

## GROUP IT TECHNOLOGY & OPERATION EXECUTIVE MANAGER April 2011 – Till Present

##  alfanar Group Riyadh, Saudi Arabia (My team consists of 29 employees)

Building Shared Services IT organization for the whole multi b$ business by consolidating and centralizing the IT Infrastructure, IT Services delivery & Support in the Head-Office for alfanar Group activities to provide group with competitive advantage. Implemented SAP ERP for Manufacturing, Human Resources, Business Intelligence, Customer Relationship Management, Product life cycle management. In addition to the implementation of private cloud computing in KSA

* Search, develop, design, implement and maintain solutions compliant with the business strategy. By develops the forecasting costs, equipment, software, and personnel requirements for the projects.
* Plan, implement, manage and control alfanar Private and Public cloud.
* Participate in alfanar Group architecture designs, technology reviews and strategic meetings.
* Analyzes business needs and design, install and support the solutions on one or multiple platforms.
* Participates in developing and implementing overall IT objectives, strategies, and plans with Alfanar business
 managers and staff.
* Preparation of Group IT budget.

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* Fulfill service level agreements, with respect to availability, performance, capacity, and security.

Stays current with new technologies, trends and related practices in the industry.

* Motivate all staff (including contracted) and get maximum output with respect to time and service standards.

Assist on projects or special initiatives that related to IT infrastructure section

* Reviews and conducts feasibility studies, evaluates, and plans for various infrastructure upgrade projects, migrations, implementation strategies.
* Plans, organizes, leads, and manages the IT infrastructure staff and operations of the information technology including network, data communications, ERP SAP operation, Information Security, Unified communication, systems, Helpdesk and other related technological services.
* Supervise the Disaster recovery plan, Redundancy planning and Scalability planning.

**GROUP IT INFRASTRUCTURE MANAGER Nov 2006- April2011**

**Alfanar Group Riyadh, Saudi Arabia**

Direct all aspects of information technology systems within the organization, including computer software, hardware, facilities, and security systems.

* Utilizes expertise in creating network and enterprise-wide solutions
* Responsible for evaluating network architecture and hardware/software configurations.
* Participate in Designing security infrastructure (HW/SW, policies, procedures), performs vulnerability assessments, evaluates network infrastructure.
* Participate in Designing voice networks, integrates telephone hardware and network services. Supports systems development in telephone-intensive applications (Voice mail, IVR, video conference solution, WebEx services...)
* Oversees the maintenance of new and existing equipment, determines hardware and software needs, and maintains appropriate inventory of equipment.
* Prepares RFP and evaluates bid proposals and specifications for infrastructure projects; Negotiation, prepares contracts, project plans, scope of work, status and summary reports and correspondence.
* Develops operational standards, policies, and procedures for the IT Infrastructure & Operation groups including project management, network services;
* Provides support to end users in the selection, procurement, usage, and maintenance of software programs and hardware.
* Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine
 costs and impact, and address problems.

 **SENIOR NETWORK AND SYSTEM CONSULTANT (TEAM LEADER) April 2004-Oct 2006**

**AAST Arab Academy for science and technology & maritime services Alexandria, Egypt**

* Provided network engineering resources including network audits, design, implementation, and maintenance.
* Responsible for conducting feasibility studies on strategic and tactical plans.
* Configured and maintained VPN products for remote and L2L peers.
* Led the successful implementation of network performance management products for Paradigm's infrastructure, improving visibility into network optimization.
* Optimized and maintained Microsoft ISA firewalls.
* Responsible for conducting feasibility studies on strategic and tactical plans.
* Design and built a complete network for Egypt Maritime ports including main site and other sites
* Design and built a complete network infrastructure for Port Sudan in Arab Republic of Sudan including LAN
 and WAN connectivity and also the security solution.
* Design and built a complete network infrastructure for all LATAKIA port and Tartous port in Arab Republic
 of Syria.

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**IT INFRASTRUCTURE ENGINEER April 2001 - March 2004**

**LTE - Lafarge-Titan Company, BCCE - Blue Circle Cement Cairo, Egypt**

* Operate, administrate, monitoring and maintaining ERP system (Oracle JD Edwards)
* Planned and implemented JDEdwards ERP system for Financials (GA, AP,AR), Distribution (Sales, Inventory, Purchasing) , Design phase - Installation phase - Configuration and Go Live phase.
* Operate, administrate, monitoring and maintaining all IT infrastructure resources.
* Design and build the Head office LAN Network and WAN connections.
* Administrate the communication lines between head office and other sites using MPLS technology.
* Administrate the communication lines between the head office and Lafarge Main office in Paris.
* Installation of Cisco Routers, Switches and PIX firewall.
* Manage all IP based services including ( TCP/IP – DHCP –WINS –DNS )
* Design and Manage one-domain Active directory servers and sites AD servers.
* Develop manage LAN, WAN and servers security & disaster recovery procedures.
* Operate, administrate, monitoring and maintaining mailing system (Lotus Notes).
* Evaluate the hardware and determine if upgrade required
* Support all projects, which related to IT-dept. work.
* Supervision the DBA and the sites technical support Engineers.
* Develop tactical business plans for the Operations Support area.
* Coordinate and control the operation of the data center and help desk staff with other directors/managers in I.T. ensure a smooth transition of systems from implementation to production and online operational activities.
* Assist in evaluating hardware and system software requirements and determining if upgrades are required to provide overall organizational productivity.
* Participate in and support projects defined within the strategic IT plans.
* Manage area staff and evaluate staffing requirements to ensure adequate support is available to maintain operational and help desk effectiveness.

**NETWORK AND TECHNICAL SUPPORT ENGINEER Nov 1998- April 2001**

**IDSC – Cabinet Information and decision support Center Cairo, Egypt (مركز معلومات مجلس الوزراء)**

* Define security and control procedure
* Supervision of governorates Information centers
* Design and build networks for governorates
* Installation of network equipment’s ( Routers – Hubs – Modems )
* Installation of all sites servers
* Control the communication lines between governorates and ISP’s.
* Install & administer networks for main center and branches.
* Solving any troubleshooting on the Main center and the Branches.
* Make the Installation for the system software (Windows NT Server, Windows NT, Windows 95, Dos and Microsoft products like Proxy server, exchange, etc.).
* Install the application software for the PC's in all centers. ( MS Office , Internet , …)
* Install, setting the communication protocol with remote locations.
* Manage all NT servers, BackOffice & IP-based services (e.g. WINS, DHCP, DNS, RAS, and Exchange and proxy servers).
* Manage user profiles, authorizations, groups, etc. and RAS administration.
* Maintain LAN and WAN infrastructure.
* Checking per-Server logs.
* Installing Network Software
* Maintaining, Documenting, Troubleshooting, and Optimizing the Network
* Monitoring all network and communication tasks.

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**TRAINING & CERTIFICATIONS**

* DCE “Data Center Expert - Dubai, UAE
* DCOM “Data Center Operation Manager - Dubai, UAE
* CDCDP ”certified DC design professional – Dubai, UAE
* IT infrastructure library ( ITIL ) - Dubai, UAE
* Project Management Professional  ( PMP ) - Riyadh , KSA
* ISO 20000 ( ITIL V3 Standard ) - Riyadh , KSA
* Strategic Planning - Riyadh , KSA
* Basic management program - Riyadh , KSA
* Finance For Non Finance Program – Riyadh , KSA
* How to Run a Successful Interview - Riyadh , KSA
* Microsoft Project 2003 - Riyadh , KSA
* Real life management - Riyadh , KSA
* Cisco Academy program – Alexandria, Egypt
* Oracle JD Edwards ERP Training &IBM Web Sphere Application – Cairo, Egypt
* Lotus notes server 5 - Cairo, Egypt
* CCNA (Cisco Certified Network Associate) - Alexandria, Egypt.
* MCSE (Microsoft Certified System Engineer) - Alexandria Egypt.
* IT Diploma in IDSC-ITI - Alex, Egypt
	+ IT Networks basics and principles
	+ Advanced networking solutions
	+ Soft skills programs: Team Work, Presentation skills, Negotiations Skills, leadership skills, Problem Solving, Techniques and Technical Writing.

**E D U C A T I O N**

* **BACHELOR OF ELECTRICAL & COMMUNICATION ENGINEERING May 1997**

**Alexandria University Egypt**

Faculty of Engineering.

* **One year IT Diploma in IDSC-ITI Egypt Sept 1998**

#  PERSONAL SKILLS

●Decision making

●People skills

●Leadership skills

●Team Work

●Presentation skills

●Negotiations Skills

●leadership skills

●Problem solving ●Techniques,

●Technical Writing

**R E F E R E N C E S**

To be given on demand