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|  | **Nedal (MBA, CGEIT , ITIL V3 Expert, PMP)** |
|  | Email : nedal.336280@2freemail.com Nationality : JordanianMarital status : MarriedDate of Birth : 20/4/1977 |
| Executive Summery |
| Communicative **Senior Service Delivery Manager/ Head of IT** having **17+** years of experience in Managing complex end-to-end **operations, strategy, governance**, client **business** **relationship**, **large-scale programs** and projects at prestigious government and international companies in different sectors and **global branches**. |
| Key Skills  |
| * **Work** with the CEO and **executive** managers.
* S**trategy** planning, creating and alignment.
* **Advisory** and business expansion.
* **Portfolio** and **Service delivery** management.
* **Budget** and financial management.
* **Transformation** management.
 | * **Programs** and project management.
* **Negotiations** skills**.**
* **Risk and threat** management.
* **People and teams** Management.
* Incident, Change, Demand, Configuration, and capacity management.
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| Experience |
| **Senior Services Manager/ Head of IT****Injazat Data Systems (Mubadala Group)** | May 2013 – CurrentlyAbu Dhabi, UAE |
| **Managed Clients:*** FANR (Federal Authority for Nuclear Regulation), Government. (Currently)
* Image Nation, Media sector. (Currently)
* IRENA (The International Renewable Energy Agency), United Nation.
* ADM (Abu Dhabi Municipality), Government.
* Injazat **Datacenter** tier IV.

**Governance & Strategy*** Governance with executive management.
* Create, Plan and implement the IT strategy
* Align and integrate the IT strategy with Business and organization strategy

**Business Engagement*** Define & ensure & communicate alignment of IT to business needs
* Establish IT as partner to local business
* Represent IT in business management and stakeholders meetings
* Maximize IT collaboration and integration
* Provide regular updates on delivery, potentials and risks

**Portfolio Management*** Insures the portfolio services are in line with the organizational strategy.
* Gathering and reporting metrics that describe the state of the IT portfolio
* Adjust portfolio to business needs

**IT Budget and Financials*** Ensure achievement of budget and financial objectives
* Manage balance between cost optimization/reduction
* Negotiate SLAs and contracts with internal and external partners

**Organization Management*** Recruiting and staffing
* Personnel development, training requirements and career counseling
* Ensure compliant operations based on organization values

**Program/ Project Management*** Negotiate and oversee contracts with suppliers to Plan, Build and Run projects
* Responsibility for allocating and committing resources to company projects

**Service Delivery** * Develop, implement and manage effective operational processes
* Ensure consistent service delivery / service availability / SLA fulfilment
* Manage service escalations

**Supplier Management*** Managing overall related suppliers
* Ensure agreed standards are adhered to, risk is reduced, and that service levels are maintained

**IT Staff Management*** Provide clear leadership, direction / strategy and motivate staff
* Line and staff management
* Align the knowhow to business needs and establish effective team

**Cyber security** * Responsible for oversight and enforcement of internal security policies
* Develop strategies with the business to comply with NESA requirements.
 | Image result for injazat data systems logo**Managed Clients:**Image result for fanr logoImage result for "image nation" logoImage result for "irena" logoImage result for "abu dhabi municipality" logo |
| **Services Delivery Manager****ADFCA (Abu Dhabi Food Control Authority)**  | Jan 2011 – May 2013Abu Dhabi, UAE |
| Part of Injazat Data Systems Managed Services, responsible for:* Services Portfolio Management.
* Services Delivery and operations Management.
 | Image result for adfca logo |
| **Services Delivery Manager****AADC** **(Al-Ain Distribution Company)** | Feb 2009 – Jan 2011Al Ain, UAE |
| Part of Injazat Data Systems Managed Services, responsible for:* Services delivery and
* Operations Management.
 | Image result for aadc logo |
| **Programs & Projects Manager****ADWEA** **(Abu Dhabi Water & Electricity Authority)** | Mar 2007 – Feb 2009Abu Dhabi, UAE |
| Part of Injazat Data Systems Managed Services, responsible for:* Identifying and managing program's risks.
* Managing programs and projects resources, teams, budgets and contracts.
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| **GIS Business Consultant/ Project Manager****ADWEA** **(Abu Dhabi Water & Electricity Authority)** | Sep 2005 – Mar 2007Abu Dhabi, UAE  |
| Part of Injazat Data Systems Managed Services, responsible for:* Projects Management
* Responsible for GIS usage to support business needs.
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| **GIS Specialist****ADWEA (Abu Dhabi Water & Electricity Authority)** | Mar 2003 – Sep 2005Abu Dhabi, UAE |
| * Managing Designing and
* Oversaw the integration of new GIS Systems.
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| **GIS Developer Engineer****Khatib & Alami (K&A)** | Apr 2001 – Mar 2003Abu Dhabi, UAE |
| * Developing GIS applications.
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| **Software Developer****Dataset Software Tech** | Mar 1999 – Jan 2001Jerusalem, Palestine |
| * Programing the most selling auditing software in Palestine.
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| Education |
| * **MBA** from the Australian University of Wollongong in Dubai, UAE 2006
* Bachelor of Computer Science from Birzeit University, Palestine
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| Certifications |
| * Certificate in CGEIT (Certified in the Governance of Enterprise IT).
* Certificate in ITIL Service Management Expert.
* Certificate in PMP, PMI.
* Certificate in more than **20** technical certifications.
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| Language Skills |
| * Arabic: Mother tongue
 | * English: Fluent
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| Computer Skills |
| ERP, Oracle, Microsoft, backup, HP SM, NNMi, UCMDB, Share Point, VB, .NET, CRM, CMMI, SQL, GIS, Arc Objects, Iron Ports, Servers, , Citrix, Maximo, SIEM, ERP, VAS, SDP, OSS and BSS. |
| Managed IT Services |
| * Datacenter services
* Network & telephony Services
* Monitoring and remote access services
* Applications and database services
* Disaster recovery (DR)
 | * Cloud services
* Storage Services
* Enterprise servers services
* Backup and storage services
* Security services.
* IT Procurement services
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| Personal Interests |
| I like to be part of the environment around me, enjoying the good weather accompanying my family and friends. I love to read novels and watch anime. Moreover, Swimming and diving is part of my fun time.  |