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| --- | --- | --- | --- | --- |
|  | **Nedal (MBA, CGEIT , ITIL V3 Expert, PMP)** | | | |
|  | | Email : [nedal.336280@2freemail.com](mailto:nedal.336280@2freemail.com)  Nationality : Jordanian  Marital status : Married  Date 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. | | |
| Experience | | | | |
| **Senior Services Manager/ Head of IT**  **Injazat Data Systems (Mubadala Group)** | | | | May 2013 – Currently  Abu 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 logo  Image result for "image nation" logo  Image result for "irena" logo  Image result for "abu dhabi municipality" logo |
| **Services Delivery Manager**  **ADFCA (Abu Dhabi Food Control Authority)** | | | | Jan 2011 – May 2013  Abu 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 2011  Al 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 2009  Abu 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. | | | |  |
| **GIS Business Consultant/ Project Manager**  **ADWEA** **(Abu Dhabi Water & Electricity Authority)** | | | | Sep 2005 – Mar 2007  Abu Dhabi, UAE |
| Part of Injazat Data Systems Managed Services, responsible for:   * Projects Management * Responsible for GIS usage to support business needs. | | | |  |
| **GIS Specialist**  **ADWEA (Abu Dhabi Water & Electricity Authority)** | | | | Mar 2003 – Sep 2005  Abu Dhabi, UAE |
| * Managing Designing and * Oversaw the integration of new GIS Systems. | | | |  |
| **GIS Developer Engineer**  **Khatib & Alami (K&A)** | | | | Apr 2001 – Mar 2003  Abu Dhabi, UAE |
| * Developing GIS applications. | | | |  |
| **Software Developer**  **Dataset Software Tech** | | | | Mar 1999 – Jan 2001  Jerusalem, Palestine |
| * Programing the most selling auditing software in Palestine. | | | |  |
| Education | | | | |
| * **MBA** from the Australian University of Wollongong in Dubai, UAE 2006 * Bachelor of Computer Science from Birzeit University, Palestine | | | | |
| 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. | | | | |
| Language Skills | | | | |
| * Arabic: Mother tongue | | * English: Fluent | | |
| 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 | | |
| 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. | | | | |