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| GhassanGhassan.336602@2freemail.com  |
| **Profile and Objective** |
|  | Regional IT Director with 17 years of experience in IT field. Working for a company with 70 million TO. Reporting to the CEO of Ipsos MENA and global IT president. Head of regional IT unit in MENA.Have consistently adopted a systematic approach over all areas of responsibility, responding to the specific requirements of each sector, and ensuring that the best possible level of service has been delivered. Operating in situations which have required responding to the management of change and evolving innovative solutions to deal with all job’s related matters.A strong team leader, creative, innovative and looking ahead to work in a challenging environment and strive for excellence.Had personally an essential role in opening all Ipsos offices in MENA region by building the IT infrastructures in those 15 countries, and then connect them to global Ipsos infrastructure after the full acquisition with Ipsos France.Had personally an essential role in merging the IT infrastructure (budget, staff, network and servers equipments, etc..) after the acquisition of the 2 companies (Ipsos and Synovate) during 2012.I had been promoted since 1998 from technical support to system Administrator, IT manager for Ipsos Lebanon, Regional Technical Manager for MENA, Regional IT manager for MENA, Regional IT Director for MENA |
| **Professional Brief** |
|  | * Plan, organize, direct, control and evaluate the operations of information systems
* Well versed with latest technologies in the market today
* Good presentation skills to customers from various segment
* Flexible and versatile to adapt to any new environment and work on projects of any size and adhere to strict deadlines
* Efficient in oral and written communication skills and ability to lead a team, and can be part of a team
* Extensive experience in 24x7 production environment and on-call duties
* Strong communication skills with good management, analytical interpersonal skills
* Expresses strong leadership to the IT department
 |
| **work experience** |
|  Beirut, Sin El-Fil  | June 1998 –Present **IPSOS**  *Regional IT Director - MENA** Managing the IT Infrastructure on regional level (responsible of 15 Branches in the Middle East and North Africa)
* Member of Ipsos Global IT Management Team (Ipsos World Wide)
* Member of the regional management team in Ipsos MENA
* Leading Team, Controlling team size & managing Administrative clients and locking networks
* Provide day-to-day supervision, conduct performance appraisals, and delegate work assignments for all IT personnel
* Executing management instructions regarding execution of projects of various sizes
* Prepare and control IT budget (accounting, purchasing, business planning and management)
* Monitor project expenditure (time and materials) to meet budget constraints
* Controlling and Managing user access to database
* Identifying the end user requirements, setting organizational priorities & Preparing business specification, documentation as per International Standards
* Maintain Security and privacy of information
* Set IT Policies and procedures
* Put in place a business continuity plan as per Ipsos standards.
* Controlling Client Support (Local and Regional)
* Service & Dispatch
* Shared Services/IT Cost Benchmarking
* Cloud services
* Data Center Operations
* Effective Contract Negotiations
* Outsourcing Contracts including Offshore
* Disaster Recovery
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February 1996 - June 1997 **DNS (Digital Network Systems)**

*Technical Support*

* Computer Support (Hardware & Software)
* Installing Windows, MS-Application, etc.
* Installing Computers
* Maintenance & Installation Technician

January 1993 - December 1995 **MALIH EL DANA TRADING.EST**

 *Salesman*

* Showroom Salesman Computers and Accessories
* Office and Showroom Management

January 1992 - October 1993 **TOSHIBA**

*Salesman*

* Showroom Salesman, Electronics and Computers

**Technical skills**

* Well versed in Microsoft windows configuration, installation, maintenance, support and troubleshooting of TCP/IP, networks supporting VOIP telephony, microcomputers and other systems; system development, complex project management, knowledge of CISCO network hardware, OnBase ECM, Citrix Virtualization, client/server technology and Internet/intranets.
* Sound judgment; initiative; flexibility; detail-oriented documented working experience with Microsoft Windows Environments, including MS-SQL and Microsoft Exchange, Internet Information Server and other applications.
* Designing and implementing Windows Active Directory environments
* Securing Windows environments
* Implementing Windows clustered environment
* Designing and implementing MS Exchange
* Implementing and configuring Microsoft ISA server
* Implementing and configuring MS SharePoint Portal Server V1 & V2
* Implementing and Managing Citrix Metaframe Server
* Implementing and Managing Antivirus Systems (Mcafee ePO, Mcafee GroupShield , Symantec Corporate Edition, etc…)
* Configuring and troubleshooting TCP/IP networks
* Administering SQL and Sybase Adaptive Server Enterprise
* Installing, controlling and managging network systems (Switch, Router, PIX)
* Have strong analytical and problem solving skills, troubleshooting
* Designing computer networks
* Other Operating Systems: Ms-Dos, Novell and Unix/Linux
* Hardware: IBM, Digital Prioris, PowerEdge, Netfinity, HP Product Family, etc.
* Networking: TCP/IP, IPX/SPX,NETBEUI, LPR/LPD, Ethernet, Token Ring, AppleTalk
* Services: DNS, DHCP, WINS, IIS, FTP, Telnet.
* Tools: Ms-Office, Visio, MS Project, etc.

**Other skills**

* Good Knowledge In Media research software and Special software’s developed By Ipsos-Stat
* Good experience in office management
* Good experience in electronics systems

**language**

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| --- | --- | --- | --- |
|  | **SPOKEN** | **WRITTEN** | **READING** |
| **ENGLISH** | Good | Good | Good |
| **FRENCH** | Good | Good | Good |
| **ARABIC** | Mother Tongue | Good | Good |

**education**

1997 – 1999 INSTITUT TECHNIQUE INDUSTRIELLE

 **Degree:** L.T- Electronic

1993 – 1996 I.P.N.E.T

 **Degree:** T.S – Electronic