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|   Ibrahim Ibrahim.337297@2freemail.com  |
| Objective |
| To work in an environment that requires aligning Technology with business requirements and demands by creating solutions through the establishment and successful management of projects, including customer liaison, design, testing and successful implementation within budget, scope and strict timescales.  |
| Experience |
| **January 2007-Present**  | Retail Group Jordan (Subsidiary from Fawaz Al Hokair Fashion Retail) | Amman, Third Circle |
| **IT & Stock operations manager*** Managing regional IT & Stock control operations.
* Ensuring that the company’s information technology investments are aligned with its strategic business Objectives.
* Projects management.
* Change management
* Responsible for the oversight management of such office automation tasks as backups, security threats, desktop architecture and support, network (LAN, WAN) design and implementation, database administration, Email services, Internet services, software development and information management.
* Responsible for Technology procurements like Computer systems, Surveillance cameras, Anti shop lifting systems, servers, Cisco routers, Internet services, telephone systems, hand held terminals, people counting systems, Email services, Software, Firewalls, UTMs, backup solutions
* Managing the company ERP (Oracle ERP) and insuring the accuracy of transactions.
* Controlling stock operations that include new shipments receiving, discrepancies identification and claims, Inter branch transfers, physical stock take.
* Emerging as the key executive for information assets, operations, and policies.
* Responsible for designing and recommending the appropriate technology solutions to support the policies and directives.
* Responsible for strategic and tactical duties, as well as corporate policy direction in guiding the company operations and developing appropriate structure to serve the business needs..
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| **May 2004 – Jan. 2007** | **Blue Energy for Advanced Technology (BEAT)** | Amman, Third Circle |
| Technical team leader* Managing a team of IT professionals responsible for full IT insourcing operations.
* Managing IT projects for customers.
* Hardware & Software upgrades, updates, patches & service packs.
* Tune-ups and performance enhancements.
* Virus prevention.
* Backups.
* Remote support of workstations.
* Proactive solutions.
* Root cause analysis.
* Server maintenance and monitoring.
* Network connectivity -cabling, patching, speed enhancement & optimization.
* Installation and configuration of routers, switches and firewalls.
* User and group permissions & privileges.
* Virtual Private Networking (VPN).
* Secure Internet Sharing and Access.
* MS Exchange Server; setup and configuration.
* Full Network design, configuration and troubleshooting.
* Procurement Management.
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| **July 2003 - May 2004** | MABCO | Amman, Third Circle |
| IT Officer* System/Network Administrator for Windows 2000 server, ISA and Exchange servers.
* Technical support and helpdesk operations.
* Network security through firewalls, antivirus and data backup.
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| **Jan. 2003 - April 2003****Sales Engineer for Laser Electronic and IT products.** | Consulting Engineering Training and Trade (CETT AG) | Amman, Al Jandaweel |
| **Feb. 2002 – Jan. 2003** | International Business systems (IBS) | Amman, Om Otheinah |
| **Computer System Engineer** * Administration for Windows NT, Proxy and MS Exchange servers.
* LAN implementation, installation and maintenance.

Technical Skills |
| MS SQL server 2000/2005/2008Oracle SQL 10GOracle ERP functional management (EBS, RWMS, RMS)MS Windows server 2000/2003/2008MS Exchange server MS ISA serverActive directory Installation and managementIISHyper VMS Domains design, setup, management and troubleshooting DNS & DHCP serversDisaster recoveryManaging Cisco routersFirewalls like Fortinet, CyberoamEnterprise Antivirus managementLAN & WAN design, management and troubleshootingWireless technologyFiber technologyAntishop lifting technologySurveillance cameras technology |
| Education |
| 1996-2001 | Jordan University of Science and Technology | Irbid |
| Electrical/computer engineeringCertificates |
| Oracle 9i developer and forms.Microsoft Certified Professional (MCP).PMI-PMP Certified. |
| Memberships |
| Member in Project Management Institute (PMI)Member in Jordan Engineers Association |