Rami (IT- Datacenter - Senior)

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# Profes s ional s ummary:

## 19 yearsof accumulativeexperience in IT field [DataCenter, Network operations, applications and systems analysis]. Experienced information systems support, implementation, automation, problem resolution, process planning and technical documentation. Proficient in prioritizing and completing tasks in a timely manner, flexibleto multitask when necessary, committed to quality and excellence, long experience of software and technical troubleshooting in multinational organizations.

* Diploma of Computer Programming and Syst em analysis.
* Strong knowledge of software architecture, O.S(UNIX, Win and Tandem), Monitoring HP tools(OO: Operation Orchestration, NNMI: Node Network Management Interface and HP- BAC: Business Availability center and HP-OVO: Open View Operation).
* Extensive experience implementing and supporting Unix/ Windows based applications.

### TOEFL Certified

Work Experience:

* **Company:** Gulf International Ba nk (GIB)
  + **Job :** IT-Data center Senior/ Operator
  + **Duration**: March-2014 : July 2016
  + **Location:** Manama-Bahrain

### Role:

* + - * Deliver safely day-to-day applicationsjobs such as I-Flex, Flexcube (UBS), Murex (Treasury system), Control\_M (Automation tool for runningjobs), service desk (incidents and service requests), Monitoring toolsHPOpen View (events and performances), Stagingarea extraction and cloning, Sync and Mirroringup to date Unix datafrom primary to secondary, printers maintenance and papers best use.
      * Network high performance availability bybalancing I/ O, avoid violatingfirewall, web services to stay secured away from hackingby availing onetimepassword service.
      * Assign operating staff dutiesand revise.
      * Maintain registering and recording systems performances and behaviors.
      * Ensureactivities of all subordinates are carried out efficiently.
      * Control Library of Medias and tapesto be secured.
      * Organizeand control backups.
      * Putting the strategy to secure Datacenter within followed internal policy and related government one, to achieve zero errors.
      * Creating thediagnostic reports to beprovided to higher management once needed.
      * Creating recovery plansto avoid downtime.
      * Ensurethe awareness of equipment and systems troubleshooting.
      * MarinatingDatacenter procedures.
      * Planningfor Disaster contingency plan and systems replications.
      * Train operatorsand shift leaders tobe within ITIL.
      * Arranging deals with thevendorswith themost possible low costs and best quality.
      * Handle day-to-day client interactions and expectations.
      * Build upa style of communication satisfyingthe user and clear for Datacenter.
      * Mitigate team conflicts.
* **Company:** National Commercial Ba nk (NCB)
  + **Job :** Senior System Support/Operator
  + **Duration**: July-2004 : Feb 2014
  + **Location:** Jeddah-Saudi Arabia

### Role:

* **Applications:**
  + **Support and troubleshoot** Unix based applications .
  + **Support and troubleshoot** Windowsbased applications.
  + **Support and troubleshoot Tandem** based applications(**BESS**and **Base24**).
  + **Support and troubleshoot** Bankingapplications such as (central bank system

**SARIE**), Middleware, AML, OPRISK, E-services, B2Band **SWIFT**.

* + **BMC-Control-M** troubleshoot automated workload jobsvia application itself or manual recovery.
  + *Have a good knowledge in*: TCSBaNCS, ATM Reconciliation, Vision Plus (Visa and Master card), HPData Protector (Data Storage machine) and EMCNetworker.

### BusinessContinuity:

* + Ensure production systems are up and runningas expected.
  + Prepare and perform Disaster Recovery plans.
  + 1st level support for 24/7 banking based applications.
  + Prepare and perform systemscapacity planning.
  + Deployment management for mission critical applications.
  + Document new processes; improvethe existing documentation for thekey procedures. Define clear SLA's.

### Data Security:

* + Ensure thedata security by using**SSH**, **SFTP**& **SSL**certificates.
  + Apply Payment Card Industry Data Security Standard (**PCI DSS**) for core systems.
  + Follow **ITIL**Process.

### Projects:

* **Implement, install,** and **configure** many applications**:**

## BMCControl-M Workload Automation

* + **VMWare (virtual)** center

## Shared in preparation the disaster recovery center.

* **Company:** Saudi Hollandi Ba nk
  + **Job :** System Support/Operator
  + **Duration**: Apr-2002 : May-2004
  + **Location:** Riyadh-Saudi Arabia

### Role:

* + - **Support and troubleshoot Kindle bankingsystem** HP-Unix based application, including

(**Bank Master and Branch Bow er)** applications.

* **Company:** Cairo Amman Ba nk
  + **Job:** System Support/Operator
  + **Duration**: Nov-1997 : Mar-2002
  + **Location:** Amman-Jordan

### Role:

* + - **Support and troubleshoot Kindle bankingsystem** HP-Unix based application, including

(**Bank Master and Branch Bow er)** applications.

# Education:

###  Sep-1995 : Sep-1997

* **Degre e:** Diploma of Computer Programming and s ys tem analys is
* **Ins titute:** Amman Community college.

# Cours es :

* **Specialization:** Cobol, Ba s ic, Turbo Pas cal, Oracle and O.S
* **Graduatio n Pro ject:** Automate the J ordanian official Pres s es tablis hment (Alrai news paper) from manual work to computerize.

o **Grade : 83.1 %**V. Good

## Specialized Courses:

* + - **Managing and Maintaining a Microsoft Windows Server 2003**
    - **Windows Scripting Workshop**
    - **IBM AIX 5 L BASIC**
    - **HP Operations Softw are for Windows (Administration I)**
    - **HP UNI X Fundamentals**
    - **HP POSIX Shell Programming**
    - **HP Operations Softw are for Windows (Administration II)**
    - **Oracle Database 10g Administration**

## OperatingSyst ems Concepts:

* MSWindows OperatingSystem
* UNIXOperatingSystem
* Gaurdian Operating System (Tandem)

## Database concept s:

* SQL/ PLSQL
* Oracle

## Network Concepts:

* Computer Networks Fundamentals
* Network fundamentals

# Banking Cours es :

* CONTROL-M/ Enterprise Manager Administration
* HPOpenView Fundamentals
* AML
* Risk Management

# Soft Skills :

* Analytical and problems solvingskills.
* Presentation & Communication skills.
* Time management skills.
* Leadership skills.
* Negotiation skills.
* Keen to gain a new experience.
* Workingwith teamwork spirit.

# Languages :

* **Arabic** - Mother tongue
* **English** - Fluent

# Pers onal Data:

* **Date of Birth:** 22 May 1976
* **Nationality:** Jordanian
* **Marital Status:** Married

References : Upon request.