**CV No 2031552**

**Eng. Hazem**

**SUMMARY OF QUALIFICATIONS:**

***Chief Information Officer (ITM) with More than 19+ years of core IT experience across multiple   
verticals like, telecommunication, investment, foods& beverages, Education, construction, hospitality, retail malls and property development.  
Expert in:  
# Substantial management experience and proven leadership ability in the development,   
operation and maintenance of infrastructure systems and support and underlying facilities  
# Ability to formulate and recommend policies, standards, and practices; and to assure proper   
documentation, enforcement of necessary controls, and compliance across the organization  
# Ability to develop service agreements and financial models for services  
# Outstanding communication skills with ability to present complex issues in both technical and   
non-technical formats  
# Extensive experience providing leadership and supervision to professional, production and   
administrative staff to meet organizational objectives and commitments***

***Employment history:***

***(CIO Chief Information Officer 2009– up to date)***

1. ***Provide technological guidance within the organization***
2. ***Establish and direct the strategic and tactical goals, policies, and procedures for the***

***I.T, Department.***

1. ***Select and implement suitable technology to streamline all internal operations and help optimize their strategic benefits.***
2. ***Recruit IT team members.***
3. ***Direct and organize IT-related projects.***
4. ***Ensure the security of the IT assets.***
5. ***Plan the implementation of new systems and provide guidance to IT professionals and other staff within the organization.***
6. ***Oversee the technological infrastructure (networks and computer systems) in the organization to ensure optimal performance.***
7. ***Monitor changes or advancements in technology to discover ways the company can gain competitive advantage.***
8. ***Analyze the costs, value and risks of information technology to advice management and suggest action.***

***Itisalat international (I2), Nokia agent***

***(IT. MANAGER, 2005 – 2009)***

1. ***Troubleshooting system and network problems and diagnosing and solving hardware or software faults;***
2. ***Configure setup and maintain VPN connectivity’s for accessing of business applications.***
3. ***Proper and good understanding of Cisco switching and Routing***
4. ***Maintain a thorough understanding of OSI, DNS, IP Routing, HTTP and VPN.***
5. ***Setup and configure CISCO switching environments.***
6. ***Setup and configure CISCO routers for efficient remote site connectivity.***
7. ***Works independently with little to no direct supervision in analysis and implementation of desktop solutions to fulfill service requirements.***
8. ***Acts as a technical liaison with user groups and other IT partners for systems support and implementation.***
9. ***Performs video conferencing end user support and meeting setup***
10. ***Keeps abreast of technology changes to assess potential impact to supported systems and applications and to proactively look for opportunities to improve service.***
11. ***Replacing parts as required.***
12. ***Regular checking of devices for deploying the most recent version of IOS or OS that are compatible with the appliances. This includes switches, routers, WAPs, servers and all IP based appliances installed in the network.***
13. ***Perform installations, deployment and moves of desktop computer, operating system, and application software and hardware technologies.***
14. ***Provides complex technical support both in person and over the phone, planning and coordination for Caregiver touch points of the distributed computer environment, including desktop, software and hardware installation, support and distribution, and remote access technologies.***

***TRANS-EMIRATES SYSTEM, UAE.***

***(IT Support Engineer, 2000 – 2005)***

1. ***Provide telephone, remote and email support to internal company computer users.***
2. ***Provide first call resolution to computer hardware and software problems through troubleshooting techniques.***
3. ***Responsible for assisting internal computer users with their questions about any supported software and computing platforms to the best of his/ her ability, in a professional and courteous manner or escalate to the proper department.***
4. ***Check version levels and available updates for Operating System and virus protection software.***
5. ***Responsible for the creation of Service Desk documentation.***
6. ***Routinely check the customer support center voicemail and Open Incident Queue.***
7. ***Answer the Service Desk phones in a courteous and friendly manner following established procedures***

***AL OFUQ Computers, UAE.***

***(IT Support Engineer, 1996 – 2000)***

1. ***Working on a Client site and interfacing with technical resources.***
2. ***Provide system and technical support to users; recommends and implements system and technology solutions and improvements; troubleshoots systems and technology; and supervises all IT activities.***
3. ***Excellent customer focus with a service–orientated approach.***
4. ***Experience in MS Access application design (used for asset data collection)***
5. ***Strong English communication skills in both written and verbal.***
6. ***Advanced experience in using MS Excel, Word.***
7. ***Proactive, well-organized, results-oriented, and ability to lead and participate in multiple projects simultaneously***

**EDUCATION**

***Bachelor of electronics Engineering DAMASCUS UNIVERSITY, 1996,***

**Knowledge and Experience:**

1. *Excellent organizational skills.*
2. *Strong leadership and decision making skills.*
3. *Excellent analytical and problem solving skills*
4. *Understanding of complex information and requirements*
5. *Good prioritization skills and be flexible enough to adapt plans*
6. *Great IT skills combined with a good head for business*
7. *Ability to explain complex systems in simple terms*
8. *An ability to work to tight deadlines and within constraints*

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| **Hazem Abdul Razzak – CV No 2031552**  To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from  <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |