**EBRAHIM**

**C/o- +971502360357|ebrahim.342188@2freemail.com**

Professional Summary

My goal is to become associated with a company where I can utilize my skills and gain further experience  
while enhancing the company's productivity and reputation.

Skills

IT security best practices Conflict resolution  
Interpersonal skills Customer service-oriented  
Managing multiple projects simultaneously E-mail and direct mail marketing campaigns  
Team player Online and mobile consumer marketing tools  
Documentation Recruitment/staffing  
Human resources management Interviewing

Change management

Work History

**Operation Manager** 10/2010 toCurrent  
**MyDoor Dry Cleaning** –Bahrain

Worked directly withteam members and customers when its needed to achievebest customer .  
Handling overall the business and making sure of the business system and operation is running smoothly.

**Superintendent System Administration** 10/2005 to09/2010  
**Central Bank of Bahrain** –Bahrain

To manage and provide support for all systems and desktops and to enforce and maintain the  
implementation of policies, standards and security procedures for the CBB infrastructure

**IT Manager** 12/2002 to10/2005  
**British Council** –Bahrain

Responsible for management of the office's IT environment and in particular  
Ensuring the IT systems infrastructure's availability to users  
Ensuring that the IT systems meet the Services Level Agreements for the systems and the Corporate Code  
of Practice.

**System Analyst Technical Support** 01/2002 to12/2002  
**JAWAD Business Group**–Bahrain

Working from Bahrain as regional support hub and support JAWAD outlets on there IT technical in the  
GCC

**Technical Support and Network Engineer** 06/2001 to10/2001  
**CompuEx** –Bahrain

Installed software, modified and repaired hardware and resolved technical issues.  
Provided base level IT support to non-technical personnel within the business.

Education

**(B.E) Bachelor of Engineering in Computer Science and Engineering**   
**Bangalore University**-Bangalore

**(ADCHN) Advanced Diploma in Computer Hardware and Networking**   
**Jetking S.E.T**–Bangalore