Curriculum Vitae

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| Personal Information | KHALED | |
|  |  | +971 502360357 |
|  | [Khaled.344126@2freemail.com](mailto:Khaled.344126@2freemail.com) |
| Sex: Male | Dob: 1974 | Nationality: Syrian | |

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| **OBJECTIVE** |
| Pursue my career in a healthy environment where my education and experience can be fully utilized and enhanced. Improving my personal skills and achieve desired experience with a clear career path and possible career development, resulting in fulfillment of utmost ambition. |

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| **EXPERIENCE AND RESPONSIBILITY SUMMARY** |
| ***General Manager: “Rosa Gold Trading FZE”, Since Sep 2015***  Develop and deploy Marketing and Sales Strategies.  Develop new website and social media pages.  Digital Marketing and Advertising campaigns.  Day by day dealing with suppliers and clients.  ***Business Development: 1 year as Business Development Manager working for “Garash Motors & General Trading L.L.C / Mechatronics Department”, Sep 2014 – Aug 2015*** |
| Developing new prospects and maintaining favorable relationships with existing customers and suppliers to meet  individual and company revenue goals.  Identifying potential clients, preparing and negotiating solutions, demonstration and sales proposals to meet/exceed salesand gross margin objectives.  Developing a strong pipeline of new customers and projects.  Developing and maintaining sustainable relationships with government organizations, third party marketing  channels, distributors and consultants.  Participating in sales strategies and annual budget prospecting.  Maintaining awareness of key industry developments to leverage sales opportunities.  ***IT Consultant / Specialist:* more than 2 years’ experience as consultant working for government sector in Abu Dhabi “Ministry of Presidency Affairs – Sheikh Zayed Grand Mosque Center”, March 2012 – July 2014** |
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| Liaising with staff at all levels of a client organization to determine requirements and to define the scope of a project.  Analyzing IT requirements within organization and giving independent and objective advice.  Finding and Developing agreed solutions and implementing new systems.  Presenting solutions in written or oral reports.  Preparing RFP, Tendering, vendors and proposals evaluation, technical and financial reports.  *Major Projects:*  Implementing new facility management system “Concept Evolution”.  Upgrading and extending the existing CCTV and parking systems.  Upgrading and fixing the existing Lunar lighting system.  Implementing new IP Telephony system.  Upgrading and extending the existing GSM network. |
| ***IT Administrator / Specialist:* 5 years’ experience as IT engineer working for Emirates-French joint venture company in Dubai “MAF Dalkia Middle East.”, July 2007 – March 2012**  Plan and complete daily assigned tasks within deadlines.  Ensure to follow standard operating procedures and meet service level agreements.  Assist in development and enhancement of IT systems.  Analyze system issues and provide resolutions.  Recommend process improvements to ensure system reliability, scalability, security, integrity and performance.  *Major Projects:*  Implementing new virtual system (IBM blade center | Virtual servers | Backup system...).  Implementing new facility management system “Concept 500” for U.A.E.  Implementing new facility management system“Concept 500” for Bahrain and K.S.A.  Upgrading the existing accounting system “MS Navision”.  Implementing IT infrastructure for new clients site all around U.A.E. |
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| ***Business Development Manager:* Converged Communications MENA FZ LLC October 2006 – July 2007** |
| Electronic Fax system for Dubai ruler's court “Protocol Department”.  Voice mail system for few private companies.  Signing support and maintenance agreement with government and private organization (Ajman police Department). |
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| ***IT Manager:* 5 years’ experience as IT engineer working for computer telephony solution provider company in Dubai “Wadi IT” November 2011 – September 2006** |
| Perform analysis, designing and programming to meet client business requirements.  Maintain, manage and modify all software systems and applications.  Interface with end-users and software consultants.  Creating presentations, proposals, and closing deals with the clients  Resolve complex issues relating to business requirements and objectives.  *Major Projects:*  Comprehensive Call-center system for(Humax, FAST group of companies, Ajman police, Rajkamal Communication, Subway Restaurant, and Al Sayegh brothers group of companies).  Voice response system for (Al Habtoor Valtrans, Bank of Barodah).  SMS system for (Grand Hayat and park Hayat hotels).  Developing a web site for (Jeema mineral water company and Pluto Airlines).  ***Senior System Analyst:* “RayaTech” July 2000 – October 2001**  Comprehensive Call-center system for (Emirates Post, Al-Ain Elc./Water authority, and EuroStar).  Voice response system for (MediaPhone, CineStar Cinemas, Abu Dhabi police traffic, and Etisalat).  SMS system for (Mediaphone).  Developing CTI Arabic components and Tele-portal system. |
| *System Analyst / Programmer:*“Al Noor Computer Consultants” October 1999 – July 2000 Develop accounting and store management system. *Computer Engineer (Software, Hardware):*“Wafi Software Co.” January 1995 – August 1999 Tourism Companies Accounting system.  All kinds of medical clinic software (General practitioner, Childs, Women, Eyes…).  Laboratory & Analysis system  Syrian Laws Archive, Lawyer office management system.  Video & Cassette shop software.  Accounting and store management system. |
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| **SKILLS SUMMARY** |
| ***Management Skills:*** |
| Project Management, Strong leadership and decision making, Excellent analytical and problem solving skills, Good prioritization skills and be flexible enough to adapt plans, Team player. |
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| ***Business Development Skills:*** |
| Planning and analytical, Build and maintain a prospect sales pipeline in a defined territory, use information obtained in opportunity identification, Strong presentation skills, Solid communication and follow-up skills, A strong desire to achieve. |
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| ***Information Technology Skills*** |
| Software analyzing and development, Database development and reports designing, Blade and Virtual Server, MS Project, MS Visio, Sales and marketing engagement, Technical and financial proposal preparation, Team Oriented. |
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| ***Other Skills*** |
| Self-Motivated, Leadership, Flexibility, Demonstrations, Creativity, Easily trainable and fast learner. |

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| **EDUCATION** |
| DamascusUniversity – Damascus, Syria  Diploma in Computer Engineering and Programming, 1996. |

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| **HOBBIES AND INTERESTS** |
| Professional Photography  Electric and mechanical machinery  Poetry |

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| **PERSONAL INFORMATION** | |
| Languages | Arabic, English. |
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| VISA Status | Employment VISA. |
| Availability | Can join immediately. |
|  | U.A.E Driving license. |
| Reference | Available upon request. |