**OMAR**

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* **Summary**

Accomplished Certified PRINCE2 Practitioner with +6 years extensive experience in leading & managing

Project teams in ICT industry. Solutions driver who build the trust between business and customers by ensuring IT services are delivered effectively and efficiently to optimize customer experience.

* **Professional highlight**
* Experience in leading technical support teams.
* Ability to independently apply production upgrades and support products and technologies.
* Experience in providing services to agreed SLA’s and OLA’s.
* Experience in Incident Management.
* Experience with working in an ITIL environment.
* **Skills**
* Motivated team player as well as ability to work independently with conscientious sense of responsibility.
* Hard worker with ability to Manage, handle and operate multiple tasks.
* Influencing, leading, and delegating abilities.
* Ability to initiate/manage cross-functional teams and multi-disciplinary projects.
* Critical thinking, decision making and problem solving skills.
* Excellent interpersonal and communication skills.
* **Work experience**
* Jan 2016 –to present, Project Offier, Administration Affairs Dept. in **Dubai Customs**.
* Assigned to General Services & Special Projects section.
* Preparing & maintaining section’s Operational Plan.
* Preparing & maintaining section KPIs in coordinating with unit’s heads of Telecommunication services, Asset management services, and Archiving management services.
* Preparing section’s services polices.
* Owning Section Criterion in 4th generation of the Government Excellence system, Dubai.
* Contributing in multi project feasibilities study such as (Asset management system, Archiving Management system, GPS tracking system.
* Responsible to collect all divisions’ requirements for space programing in Dubai Customs new HQ.
* Sept 2013 –to Nov 2015, IT Specialist Team leader (Adoption Specialist Team Leader) in **HP Middle East**.
* Assigned to Mohamed Bin Rashid Smart learning program.
* Managing a team consist of 21 members.
* Lead and priorities supervise day-to-day workloads & coordinating the daily allocation of work.
* Examine potential areas for Service Improvement and raise proposals with the Service Manager.
* Handling the execution of SLAs, CSFs, and KPIs within assigned cluster.
* Interact with internal teams and 3rd party vendors to troubleshoot and resolve complex problems.
* Contribute to the planning of configuration Items releases and changes.
* Provide input to the implementation, backup and rollback plans.
* Execute Configuration Items release, configuration, problem and incident management within the assigned area
* Contribute in examining potential areas for service improvement.
* Provide timely and export advice on emerging trends and issues affecting Service Delivery and Support.
* Manage, track, evaluate, and report to the Adoption Team Manager the assigned Adoption Team Specialist’s attendance and job performance.
* Provide training for the stuff to improve their skills in learning management system & proving training materials to stakeholders.
* Regular schools visits to get Stakeholders feedback from principals, on SLP program and encourage suggestions for future program enhancements.
* Manage, track, and report on any service effecting incidents that are reported to service desk teams
* Managing quality assurance for school infrastructure “devices, cabling & networking”.
* May 2011 -Aug 2013 as, Technical Support Team leader **in Technostream Engineering Solution & Services.**
* Senior technical For CCTV, Parking Guidance, Access Control and Gate Barriers.
* Prepare AutoCAD Drawings and System Layout designs.
* Security systems Design activities.
* Prepare proposals.
* Draw designs and system layout using Paint.Net and Microsoft Visio.
* Technical Team leader and progress supervision.
* **Certifications**
* Certified Projects in controlled environment (PRINCE2®) – Practitioner.
* Certified Projects in controlled environment (PRINCE2®) – Foundation.
* Certified ITIL® V3 – Foundation.
* Certified Business Professional - Leadership (CBP).
* Certified Security system - Dubai Police.
* ITIL® Intermediate Capability OSA (in-progress).

* **Education**
* Bachelor in Information Technology from Al Dar Computer University, Dubai, UAE.
* Diploma in Computer Science from Computer College, Dubai, UAE.
* **Training**
* Introduction to Cloud Networks and VMware Vsphere Configuration and installation.
* Wireless Networks Fundamentals D-Link.
* Windows Server 2012.
* **Languages:**
* English (excellent) & Arabic (mother tongue).
* **Personal Information:**
* Date of Birth: 5th of June 1991.
* Marital Status: Single.
* UAE Driving License.
* UAE Resident Visa.