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[**360464@gulfjobseekers.com**](mailto:360464@gulfjobseekers.com)

Location: Dubai, United Arab Emirates

Education: PMP, Business Administration

Experience: 22 Years, 4 Months in several IT fields

**Personal Information**

**Birth Date**: 13 December 1975

**Residence Country**: Dubai, United Arab Emirates

**Visa Status**: Residency Visa (Transferable)

**Marital Status**: Married

**Driving License Issued From**: United Arab Emirates

I have worked in IT operations, security, projects and management for 22 years, mostly in corporate and multi-national organizations.

My experience in analyzing, selecting and modifying enterprise systems, installing network infrastructure, managing IT budgets, coaching and managing teams, are my main assets.

Also, I have experience in IT Auditing as I was the auditing coordinator in GM Egypt to communicate with the group IT auditors and to enforce the ISO standards internally.

I make it my priority to ensure that business runs smoothly and that the proper controls, procedures, and appropriate IT team-members are in place.

I understand the importance of staying up-to-date on industry trends and technologies, following technology trends and disruptive innovations -especially in infrastructure and security- is a passion of mine.

My main career objective is to challenge my professional IT experience and develop my management skills in a culture-diversified organization.

**Work Experience: 22 years and 4 months in IT Projects, Operations and Security**

April 2016 – April 2017

# IT Manager, UAE & Oman, at G4S UAE

**Location:** Dubai, United Arab Emirates

**Company Industry:** Security services

As an IT Manager of G4S UAE, when I started, my first priority was to build a team that embraces the Group Global Support Model based on ITIL best practices and utilizing the Cloud as the platform for hosting business applications.

I work as a partner with MDs to provide the required technological needs for their business stability and development.

November 2013 - March 2016

# Regional End-users IT Services Lead, at General Motors Egypt & North Africa

**Location:** Egypt

**Company Industry:** Automotive

* I was the escalation point for IT incidents in the Middle East & Africa region.
* Supervised and coordinated IT End-user related projects in the region.
* Led the regional projects of:
* Lotus Notes to MS Exchange migration
* CheckPoint to Cisco VPN global centralized access
* Unified Systems Patching Management

January 2007 - November 2013

# IT Services & Operations Supervisor, at General Motors Egypt & North Africa

**Location:** Egypt

**Company Industry:** Automotive

**Responsibilities:**

* Projects Management: infrastructure, telecommunication and security projects.. planning, budgeting, implementation and procurement procedures.
* Managing a Service-desk team of 7 and a network/security administrator, to run the entire operations in Plant and Cairo Office, operations analysis, capacity planning and preparing business continuity plans.
* Managing the outsourcing contracts of HP and AT&T, in order to apply the GM IT global contracting model.
* Preparing business cases and managing a $1.2M budget with a variance of -5%/+5%.

**Achievements:**

* Passed six consecutive GM Enterprise Level Security Audits and Security Scans.
* 2012, refreshed the entire network infrastructure in the Plant (all active and passive components)
* 2012, established a standard VPN tunnel between the Plant, the Office and the GM Gateway in Europe
* 2011, installed a Microwave link for Intranet connectivity, to overcome the cables theft cases in the Plant
* 2011, virtualizing applications servers (Payroll, Firewall management, Anti-virus, ..)
* 2010, implemented a new quality tracking system that monitors the production lines and reports instantly the quality status
* 2008, the infrastructure of new branch in Cairo for 50 users, that utilizes all the Plant resources in October city Plant.
* 2007, provided mobility and full remote access functions to all employees
* 2007, replaced the legacy PBX system with an integrated telephony system that meets the business needs for wireless communication on plant-floor, IP telephony, IP trunking and digital voice-mail systems.

July 2001 - January 2007

**Network and Security Administrator,** at General Motors Egypt

**Location:** Egypt

**Company Industry:** Automotive

**Responsibilities:**

• Maintaining the patching level of all systems: servers, firewalls and routers.

• Monitoring and maintaining the GM network security policies.

• Security logs monitoring and analysis, reporting to global teams in case of security incidents.

• Monitoring and administrating a 300 clients LAN and WAN infrastructure.

• Maintaining and enhancing the yearly GM DRP (disaster recovery plan) procedures.

• Establishing and monitoring VPN tunnels with GM global business units

• Facilitating the access of remote users and GM business partners to the designated network resources in a secure manner,

according to their business needs.

**Achievements:**

• Led the planning and implementation of TCP/IP to create a secure, scalable Internet/Intranet enabled environment.

• Implemented VLANs and Core-Switching to expand the IP addressing scope and secure network recourses.

• Implemented wireless secure access (Wi-Fi) in Plant, according to GM standards.

• Controlled and filtered the Internet traffic according to business needs and GM policies.

• Provided remote control, hardware and software inventory over all PCs and Servers in the Plant

• Led a successful and smooth migration of servers Operating Systems and Domains starting from WinNT to Win2008.

• Implemented and designed security policies to secure the network domain.

January 1995 - June 2001

**Systems Engineer and Solution Provider, at CR&S (IBM partner)**

**Location:** Egypt, Cairo

**Company Industry:** Information Technology

• Established the Software and Systems Support department, instead of having a Hardware and Servers department only.

• Promoted to be the Systems and Networks Supervisor in 1999, with the responsibility of training and managing Networks Engineers to meet the clients’ business needs.

• Supported the clients to meet the Y2K compliant requirements and overcome the panic before the 31/12/1999 night.

• Provided customized solutions to Small/Medium Business Clients to access the Internet over Leased, ISDN and Dial-up lines using Microsoft BackOffice and Cisco Routers.

**Education and Certifications**

**Project Manager Professional,** at PMI

January 2014

**Cisco SECURE, at Cisco**

February 2006

Securing Cisco Network Devices, mitigate the risks of Physical and Logical Installations, how to meet the different Enterprise

Security needs

**Bachelor's degree, Business Administration, at Ain-Shams University**

Cairo, Egypt, June 2004

Grade: Good

**CCNA, at Cisco**

May 2000

Configure and Troubleshoot the Cisco Switches and Routers, create basic/backup WAN routes using ISDN/Frame Relay and Dialup lines.

**Microsoft Enterprise Messaging and Collaboration Professional, at Microsoft**

August 1999

Implement, Administer and use NT Server, Exchange Server, OutLook, VBA, and TCP/IP tools to create and administrate secure and advanced collaboration solutions.

**MCSE, at Microsoft**

August 1998

Microsoft Certified Professional to Windows NT (Server and WorkStation), Networking, TCP/IP, Exchange Server and Proxy

Server, then updated my certificate to meet the Windows 2000 requirements at the end of 2001.

**Training**

**Finance for non-financials**

Training Institute: Top Business

Date Attended: October 2014 (16 hours)

**Risk Management (SOX Internal Controls)**

Training Institute: GM Learning

Date Attended: March 2013 (4 hours)

**SAP Administration**

Training Institute: IBM

Date Attended: February 2013 (40 hours)

**PMI Project Management / Preparing for the PMP Certificate**

Training Institute: American Chamber

Date Attended: August 2012 (40 hours)

**Leadership, Coaching and Team building**

Training Institute: SkillSoft

Date Attended: May 2010 (24 hours)

**ITIL (Information Technology Infrastructure Library), GM Learning**

Date Attended: February 2010 (40 hours)