**My Cover page**

**Working in the IT field over than 15 years give me the ability to see how technology can be a business enabled and how technology can make it or break it.**

**Working in a multinational company like Synovate Egypt give me the ability to see different cultures and how they are working together in harmonic way and how large companies can integrate with each other when they speak the same business language.**

**Also working in a large environment like Elaraby in Egypt make me learn of how technology can be the key of success when depending on a consolidated environment with different solutions prospective.**

**Also working as NEC product manager beside my work in Elaraby educate me how to convince customers of the NEC products and how to transfer the knowledge to customers and partners. make me understand the customers pain and how to highlight it in front of them and how the solution can relief their pain.**

**All the experience I gained from 97 till now is described below.**

**Hoping my experience reach your needs.**

**Looking forward to work in your esteemed company soon.**

**Walid.361018@2freemail.com**

Experience

**Group IT manager at Elarabygroup known as (TOSHIBA Elaraby)**

**2009-present**

* Plan, direct, and supervise the work of assigned personnel who perform implementation and operational duties.
* Responsible for all IT infrastructure design, procurement, management, vendor management, oversight and IT architecture strategy.
* Managing the IT operations team and ensuring all applications are managed in a professional manner and documented up to date.
* Manage the IT vending process including the selection of vendors, initiation and finalization of the procurement process for hardware, software and third party services and build and manage business relationship with various infrastructure and telecommunication vendors as part of technology initiatives.
* Manage the service level agreements (SLA) with service providers.
* Manage the internal SLA between the IT team and the internal customers (5500 employees on the network) to meet the agreed SLA using a ticketing system and time of solving and a short survey after the ticket closing by the internal Audit team.
* Provide user support on a variety of issues including, but not limited to, software, hardware and connectivity through troubleshooting and effectively resolving network issues ensuring timely services based on business requirements.
* Hands-on management of all functions of the IT infrastructure including data center operations, servers, network, storage for both head office and various sites.
* Change the IT structure in order to comply with the ITIL V3 best practice.
* Proactively involve in IT financial management to control operational cost, costing of IT services, budget planning and tracking.
* Document installation guidelines for any new service to the operation level and document the deployment from the design and transition prospective.
* Implement a dashboard to keep monitoring all core hardware and network component to measure the capacity and availability of any running service.

**IT Manager at Synovate Egypt**

2005 - 2009 (4 years)

* Supporting, directing, troubleshooting the Synovate Egypt Network
* Handling all the purchasing Servers/Laptops/PC/printers/Network equipment
* Establish and maintain the online streaming conferences on the internet audience
* Develop an intranet solution to handle all the business needs like tracking projects HR activity
* Establish a new network(LAN) and IT room with data center standard (Data backup, firefighting)
* install and configure (Exchange, ISA, WSUS, Domain) servers
* IT Budget planning
* Working closely with international IT managers of Synovate global
* Handle the Backup and IT processes in Egypt
* Establish a VoIP network between Egypt and Morocco office.

**IT Manager at CareerMideast.com**

May 2000 - April 2003 (3 years)

* Lead a team of 4 developers, 1 content manager, 1 designer and 1 network administrator/support.
* Hire and train IT professionals when the need arises.
* Set projects and tasks for the team and follow up on the implementation and timely completion.
* Ensure that all incoming bug reports are distributed properly within the IT department and dealt with
* immediately.
* Work closely with the company’s senior management to set the strategy for the technical development of the site.
* Contribute extensively to, and oversee various web development projects for CareerEgypt.com’s clients.
* Ensure that all projects, internal and external, are completed in a timely manner, meeting expected standards of excellence.
* Continuously evaluate the performance and skills of the IT staff and suggest required training accordingly.
* Assumed full responsibility as the project manager for the CareerEgypt.com Training Center portal, with a team of 2 developers, 1 content manager, and 1 designer (platform: Win2000 Professional; using ASP, IIS5,Ultradev,Interdev6, SQL 7).
* Handled the creation of new features on the Employer side on the CareerMideast.com site.
* Followed up on all incoming bug reports and ensured timely handling and reporting of solutions.
* Worked as part of the Seeker-focused team on cleaning up optimizing all code, and testing, during the
* re-designing of the CareerEgypt.com site.

**Programmer at Sakhr Software**

May 1998 - May 2000 (2 years 1 month)

* Responsible for using the database connection to manage the English courseware titles for a Saudi school
* (Platform: Windows 98; using VB 5, Access).
* Develop a data entry program (VB) for the data-entries to facilitate the entering and revision of the data
* Developed the SakhrMedia site with a team of developers and graphic designers on the internet
* Developed, upgraded and converted some of the SakhrMedia products to the internet site, e.g. Arabcinema,
* Learning Arabic as a Foreign Language, and ArabCities (Platform: Windows 98; using ASP, and Interdev 6)
* Worked closely with the testing unit, to fix all reported bugs on the websites.

**Programmer at UniComp**

January 1997 - November 1997 (11 months)

* Worked as a multimedia programmer on two titles
* learning projects called “How to assemble a PC” using VB4, Access, Photoshop, premiere, sound editing
* Soundforg , on a Windows 95 platform.
* learning projects called “A Visit to Emirates” using VB4, Access, Photoshop, premiere, sound editing
* Soundforg, on a Windows 95 platform.
* Other learning projects for Egyptian secondary schools using VB4, Access, Photoshop, premiere, sound
* editing Soundforg on a Windows 95 platform.

Skills & Expertise

Servers, Microsoft Office, SQL Server, Troubleshooting, Integration, Data Center, WAN, VoIP, Budgeting, Databases, Inventory Management, Active Directory, Analysis, Budgeting Programming, Deployment, Contract Negotiation, Strategic Planning, IT Management, Change Management, Requirements Analysis, Microsoft SQL Server

Honors and Awards

**WOW award "innovation"**

Synovate Egypt

December 2008

Certification check URL:<http://www.peoplecert.org/en/Candidates/Certificate_Verification/Pages/Certificate_Verification.aspx>

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| **Certification name** | **Certificate number** |
| **ITIL Expert** | **GR761004787WB** |
| **ITIL Foundation** | **GR750235065WB**  |
| **ITIL Service Strategy** | **GR751052109WB** |
| **ITIL Service Design**  | **GR752045257WB** |
| **ITIL Service Transition**  | **GR753052247WB** |
| **ITIL Service Operation** | **GR754048346WB** |
| **ITIL CSI**  | **GR755020360WB** |
| **ITIL MALC**  | **GR760018318WB** |

NEC Certifications

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| **NEC D-Series Storage Certified Professional** |
| **NEC Fault Tolerant Certified Professional** |
| **NEC Virtual PC center Certified Professional** |
| **NEC Blade Server Certified Professional** |
| **NEC General Purpose Servers Management And Monitoring Tools and Certified Professional** |
| **NEC Flexpower Solution Certified Professional** |