**AREAS OF EXPERTISE**

*Team management*

*Customer Satisfaction*

*Managing crisis situations Resource vendor management*

*Change Management Reporting & Analysis*

*Managing Cost Project Delivery*

*Negotiation & Communication*

**Certifications**

*MCP, MCSA*

*MCSE, CCNA*

*ITIL V3, Six Sigma*

*People Management, Customer Service Processes & procedures, Leading Teams*

**PERSONAL SKILLS**

*Decision making Business Analytics Leadership skills*

Zaid

[zaid.368622@2freemail.com](mailto:zaid.368622@2freemail.com)

**Personal Summary**

A multi-skilled Team Lead Engineer with good all-round supervisory, customer care and technical expertise. Remarkable experience in dealing with customer service matters, escalations, service delivery, service continuity, service level agreements, UAT, trend analysis, service performance and technical validation, configuration appraisal and more. Extensive practical knowledge of SITA’s products and services, team management, reporting, maximizing revenues and customer satisfaction.

Service Management, Projects implementation and Delivery.

Proven record of providing leadership in the evaluation, selection and implementation of customer solutions and service excellence.

**KEY SKILLS AND COMPETENCIES**

Leadership and People Management: Retaining, motivating & developing team members for high performance.



Communication Skills: Communicate, negotiate, present and demonstrate.



Collaboration: Influence, build relationships, and manage conflicts.



Business Management: Understand business strategy & functions.



Cross-functional expertise, effective planning and organizing.



Risk assessment: Evaluating degrees of risk and complexity.



Building strong work relationships with customers, coworkers and suppliers to build credibility and demonstrate the strategic value of the organization.



Demonstrated analytical, writing, presentation, and reporting skills.



**ACADEMIC QUALIFICATIONS & Training Courses**

* **Bachelor** **Degree** **in Electrical Engineering – Computer.**

Jordan University of Science & Technology. J.U.S.T.

* **Supervising Techniques for Engineers**

Training and Development Institute – Jordan

* **Construction and Administration Novell NetWare Networks**

ALPHA DATA – UAE

* **Ethical** [**Standards at SITA**](mailto:Standards@SITA) **& Development Planning**

SITA Internal Training - UAE

**Professional EXPERIENCE**



OCT 2007 - Present

**SITA - Dubai**

**Service Center Manager / Team Lead Engineer Field Ops**.

Responsible and accountable for Data Center operations and service management, providing best practices and standards linked to ITIL disciples such as incident, problem management, change management, capacity and business continuity and disaster recovery management, provisioning and managing environment to business customers.

**Responsibilities**:

* Manage customer expectations by building a credible and honest relationship with the local customer representative at the appropriate levels and departments.
* Working in Technical Support Team with prime responsibility of keeping SLA parameters like MTTR under check and keep track of Clarify/Atlas/Siebel/Trillium for any new trouble tickets for customers, solve the case and close the case making sure the SLA is not breached.
* Be fully aware of the benefits of all SITA products and services, and act as an advertiser for the customer.
* Take all steps needed to maximize revenue and follow up to ensure the maximum customer satisfaction by providing quality of services.
* Ensure delivery of all managed services such installations, maintenance and local professional services within cost and agreed quality SLA.
* Analyze the Service Center incidents work flow and produce trend analysis.
* Applying excellent time management, confidentiality & effective communication.
* Contribute to the operations planning and service development by providing expertise and cost information.
* Deliver proximity IT Support services with tracking, analyzing and reporting for service.
* Ensure proper activity reporting of all services provided to internal SITA customers, or external customers (OBS, the Network Organization and Airlines).
* Manage and deliver customer’s projects, include desktop projects, site shifting, servers’ installations, cabling, access points, UPS’s, routers and switches.
* Manage suppliers for installations and implementations of assigned projects.
* Manage local supply and logistics services either internally or via subcontractors
* Manage local supply and logistics services either internally or via subcontractors and suppliers.
* Manage first line responsibility, local workshop service escalation process and ensure the first level technical support to workshop staff.
* Run trend analysis of all incoming incidents and IMAC orders, produce monthly, quarterly and yearly reports.
* Manage staff (DXB and AUH) and ensure adequate training and development is provided to them and carry out annual appraisals and input into salary review process.
* Ensure the Service Center operations are on a very high standard and ensuring 100% availability, reliability and maintainability. Manage customer expectations by building a credible and honest relationship with the local customer representative at the appropriate levels and departments.
* Ensure proper spare levels for internal SITA customers and external customers, such as OBS, the Network Organization and Airlines and Airport business.



July 2004 – Sept 2007

**SITA - Dubai**

**Senior Field Service Engineer**

**Responsibilities:**

* Responsible for installing and maintaining the Equipment in OBS Network Control Center comprising of Nortel Passport, DPN/100, Cisco Core Switch (7xxx series), Cisco Routers, Westinghouse UIS/XIS, leased lines speed ranging from 9.6k to E1, ISDN Control ware TAXI/IDB for backup, X.25 Protocol monitoring and leased line testers.
* Install, configure and troubleshoot Cisco routers and switches in Major Airlines, Banks and multinational companies.
* Provide onsite support for Aspect ACD Call Center system installed at HSBC bank Regional Call center based in Dubai.
* Install and maintain MasterCard sites comprising of IBM Infinity Servers, Cisco Switches and Routers.
* Ensure proper spare levels for internal SITA customers and external customers, such as OBS, the Network Organization and Airlines.
* Support SITA office network of Windows 2000 Server with Windows 2000/XP clients. Implement and manage full back up on Server, Create and manage user’s accounts, rights and permissions. Create Login Scripts, Install and update Antivirus, Windows Patches, Create Terminal Emulation for remote administering the server. Check logs on server, Configure and manage DHCP Server, DNS Server, and Print Server.
* Performing preventive and corrective maintenance on all SITA/OBS and Customers (Airlines & Non-airlines) equipment and site facilities.
* Plan site facilities and Telecom environment, including A/C, Generator set, UPS, power distribution panel, Fire alarm, PBX & LAN Cabling and any other related matter.

Nov 1995 – June 2004

**U.A.E. Air Force and Air Defense**

**Computer Engineer**

**Responsibilities**:

* PC's Hardware, Software and Network support.
* Installing, Configuring and Administering of Windows 2000 Network and Windows 2000 advanced server.
* Installation and Administering of MS Exchange 2000 Server and configure clients’ computers with Microsoft Outlook, MSN Messenger, Antivirus.
* Install and configure computer’s peripherals.
* Instructor for the following Courses:
* Basic course in DOS, Windows 3.x, Windows 9x, Windows 2000 and MS Office (for Windows 3.1, 95,97,2000, XP).
* Networking Essentials Course.