**Mahmoud**

**E-mail:** [**Mahmoud.369637@2freemail.com**](mailto:Mahmoud.369637@2freemail.com)

**(IT Head\IT Manager\IT Consultant\IT Project Manager\ IT Security Specialist \ IT Training & Education) 14+ years of experience in delivering optimal results and business value in high growth environments MS in ISM-PMP- MCITP- MCTS-MCSA-CCNA-CEH-Customer Service Certified**

Significant and results-driven professional with having rich experience in initiation, management and execution of projects within set quality & time parameters impacting overall growth. Possess in-depth knowledge of imparting lectures on IT related subjects. Expertise in addressing operational issues & resolving performance bottlenecks. Effectively coordinate onsite & offshore operations. Strong ability to independently direct & manage research based activities. Implement improvements for achieving desired performance levels. Exemplary abilities in building long lasting relationships with key decision makers. Maintain high standards of teaching to assist students. Trusted leader empowering teams towards achieving KPI's & SLA’s while chalking out improvement plans. Proven interaction & communication skills.



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| --- | --- | --- | --- | --- | --- |
|  |  |  | **CORE COMPETENCIES** |  |  |
| ● | Teaching | ● | Evaluation | ● | Project/Program Management |
| ● | Research and Development | ● | Team Leadership | ● | Obtain Accreditation |
| ● | Communication Skills | ● | Training and Development | ● | Analysis |



**Objectives**

* Utilize my developed skills and experience to lead a professional environment that is going to allow me to grow my IT career.



**ACADEMIC CREDENTIALS**

* **University of Utara-School of Computer Science, Sintok, Malaysia** PhD. in IT (2017-Current)

**Thesis Title: IT Security Framework for Internet of Things in the Context of Smart City**

* **University of DUBAI - College of IT, Dubai, UAE**

Masters of Science in Information Systems with the concentration in Information Systems Management (2014).

**Thesis Title: SMART CITIES, A STRATEGIC ICT FRAMEWORK THAT DEFINES THE FUTURE OF CITIES AND THEIR PEOPLE**

Excellent Score, Dean’s List and Honor Degree (GPA 4.0/4.0)

* **University of DUBAI - College of IT, Dubai, UAE**

Bachelor of Science in Information Technology: Major Internet Computing (2005)

Excellent Score, Dean’s List and Honor Degree (GPA 3.76/4.0)



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**Research Publications & Conferences**

* Nicho, M., & Hendy, M. (2013). Dimensions of Security Threats in Cloud Computing: A Case Study. Review of Business Information Systems (RBIS), 17(4), 159-170.
* El Hendy, M., Miniaoui, S., & Fakhry, H. (2015, December). Towards strategic information & communication technology (ICT) framework for smart cities decision-makers. In 2015 2nd Asia-Pacific World Congress on Computer Science and Engineering (APWC on CSE) (pp. 1-7). IEEE.
* Panel speaker at Bett Middle East Leadership Forum, Abu Dhabi, UAE (April 2016). Security systems and cyber safety: Discovering the most effective techniques for protecting your institution from modern-day threats.
* Atalla, S., Tarapiah, S., El Hendy, M., & Faizal, K.,. Smart Algorithms for Hierarchical Clustering in Optical Network. International Journal of Communication Networks and Information Security (IJCNIS), Vol. 8, No. 2, August 2016,119.
* El Hendy, M. , Miniaoui,S. ,Atalla, S. ,Faizal, K.,. Survey on Smart City Technologies, Initiatives and Global Technology Providers, The second International Conference on Internet of Things, Data and Cloud Computing (ICC March 2017).



**Proficiency Certificates**

* Project Management Professional Certificate of Attendance.
* MCITP in Server 2008 Enterprise & Server Administrator (Charter member),
* MCP (ID: 5975401), MCSA, MCSA: Messaging & MCSE 2003,
* MCTS in Vista & Server 2008 (Charter member),
* MCSA in Windows Server 2008,
* CompTIA: Network+ Certified,
* CCNA Certified,
* Certified Ethical Hacker,
* Enhancing Customer Service Experience Certificate of Attendance,
* Mapping Customer Service Processes Certificate of Attendance.



**Technical Skills:**

* Planning, managing and maintaining skills in the Active Directory using windows server editions.
* Designing, Deploying and maintaining messaging solutions based on MS Exchange server.
* Designing, implementing and maintaining network infrastructure setup and services including DHCP, DNS, IPSec and terminal services.
* Install and configure routers, switches, and wireless access points.
* Managing and maintaining MS Windows Server environment e.g. Backup plans, Security, RAID systems and network services and resources.
* Deploying and managing MS Client Operating Systems “Windows XP and later”.
* Deploy and Configure Network security solutions for LANs e.g E-Scan Security suite.
* Analyze hardware, software and technology requirements of the company, recommend, acquire and implement solutions.
* Train the users to use the applications.
* Trace and fix connectivity issues of LANs.
* Install SQL servers and perform databases tasks.



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**PROFESSIONAL WORK EXPERIENCE**

* **University of Dubai (Feb 2016-Feb 2017)** Lecturer-College of Information Technology. Main Duties:
  1. Teach 15 Credit Hours in Fall & Spring as teaching load, additional teaching load will be calculated as overtime (Across multiple sections):
     1. Courses and Duties:
        1. Ethical Hacking and Network Defense.
        2. Internet Applications.
        3. Computer Applications.
        4. Information Systems Security.
        5. Web Design and Development.
        6. Computer Forensics and Investigation.
        7. Information Security Management.
        8. Education & Future.
        9. Principles of Computer Networking.
        10. Introduction to Programming.
        11. Operating Systems Administration.
        12. IT Audit and Control.
  2. Prepare all the courses materials.
  3. Act as a mentor for the CIT Students.
  4. Prepare the statistical compilation of the course/program assessment data.
* **University of Dubai (September 2014-Jan2016)** Teaching Associate-College of Information Technology. Main Duties:
  1. Teach 9 Credit Hours in Fall & Spring as teaching load, additional teaching load will be calculated as overtime (Across multiple sections):
     1. Courses and Duties:
        1. Ethical Hacking and Network Defense.
        2. Internet Applications.
        3. Computer Applications.
        4. Information Systems Security.
        5. Web Design and Development.
        6. Computer Forensics and Investigation.
        7. Information Security Management.
        8. Education & Future.
        9. Principles of Computer Networking.
        10. Introduction to Programming.
        11. Operating Systems Administration.
        12. IT Audit and Control.
  2. Prepare all the courses materials.
  3. Act as a mentor for the CIT Students.
  4. Prepare the statistical compilation of the course/program assessment data.
* **University of Dubai (Feb 2010-August 2014)** Teaching Assistant-College of Information Technology. Main Duties:
  1. Supervise, assist and discuss labs' assignments and solutions with students during the weekly two hours’ lab for the following courses (Across multiple sections):

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* + 1. Object Oriented Programing. (JAVA)
    2. Introduction to Programming. (JAVA)
    3. Web Design and Development. (HTML, CSS, Java Scripts, PHP & MySQL).
    4. Internet Applications. (HTML & CSS)
    5. Computer Applications. (MS Office)
    6. Principles of Computer Networks.
  1. Prepare &Test all lab materials with the grading rubric and grade student work.
  2. Act as a mentor for the CIT Students.
  3. Prepare the statistical compilation of the course/program assessment data.
  4. Assist the CIT faculty in the hands-on practical sessions for CCNA and CEH Trainings.
  5. Join the IT Department as Network Admin. (During semesters recesses)
* **Hala IT Solutions (Network & Security Division), Dubai (Jan 2009 – Jul 2009)** Technical Support Engineer & System Admin.
* **The British Lasik & Cosmetic Surgery Center, Dubai and Abu Dhabi (Jan 2008-Dec 2008)** IT Administrator/Technical Support Engineer.

Designed & Implemented the Network Infrastructure and messaging solution of the Center.

* **AL BAHARI & AL MAZROUEI TRADING COMPANY (BMTC), Dubai, UAE (Jan 2001 – Dec 2007)** IT Network Administrator.

Activities: Users Technical Support for 250 users, Server administration & Installations & IT workflow Mgmt.



**Languages**

* English: Written/Spoken/Read (Very Good).
* Arabic: Mother Tongue.



**Professional Strengths & Self Evaluation**

* Highly motivated & ambitious.
* Very organized.
* Able to work to deadlines and achieve goals.
* Very social.
* Hard working.
* Willing & able to learn.
* Able to work under pressure.
* Determined to put in the necessary work to achieve excellence.
* Able to take responsibility for actions and outcomes and persist despite obstacles.
* Continuing education e.g. Reading technology news and attend training and seminars.



**Additional Information**

* Experience in projects with emerging technologies such as RFID, NFC and Internet of Things.
* Taught Information knowledge and strategy management course for Pre-Master Students (MBA, the University of Worcester in the UK) in BTEC Institute in Dubai on Feb 2012.
* Internship Course in Belhoul Corporate Office, Dubai, UAE (February 2005)

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* IT Administrator (Supported 70 users, installed servers, server roles, and client OS, created users and email IDs in windows 2000 AD, installed switches, implemented structured cabling and updated the documentation).
* Valid UAE Driving License.

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