**M**oataz

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| Cairo, Egypt |  |
| Email: moataz.374167@2freemail.com  |

**PROFILE:** Dynamic 17+ year IT Project and Department Management career reflecting pioneering experience and record-breaking performance in the IT and Telecommunication industries. Remain on the cutting edge, driving new business through key accounts and establishing strategic partnerships and dealer relationships to increase channel revenue.

* Outstanding success in building and maintaining relationships with key corporate decision makers, establishing large-volume, high-profit accounts with excellent levels of retention, and loyalty.
* Exceptionally well organized with a record of accomplishment that demonstrates self-motivation, creativity, and initiative to achieve both personal and corporate goals.
* Excellent communication and comprehension skills, trustworthy, discreet and ethical.

**SKILLS:**

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| --- | --- | --- | --- | --- |
| **Project Planning** | **Project Management** | **IT Project Management** | **Telecommunications** | **Budgeting** |
| **Team Management** | **IT Service Management** | **Vendor Management** | **Operations Management** | **Resource Management** |

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| **Key Skills** |
| * Meticulous approach to work
* Attention to detail
* Capable of meeting high standards
* Excellent problem-solving skills
* Analytical and technical skills
* Effective time management skills to meet deadlines
* The ability to work under pressure
* The ability to multi-task
* Interpersonal and communication skills when dealing with clients
 | * Advisory skills
* Technical skills
* Business skills
* Communication skills
* Management skills
* Advisory language skills
* Business and management language skills
* Technical language skills
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**PROFESSIONAL EXPERIENCE:**

***August 2015 to Present El-Rabwa Integrated for Educational Services (Global Paradigm International School)***

 ***Information Systems Department Head Manager***

* Responsible for the operation of all IT- and Communication systems
* Efficiently manage the Company’s IS/IT Services and Personnel and oversee that they are fully utilized.
* Successfully managed the transition of the school’s current Student Information System & ERP to a new System.
* Successfully managed the installation and commissioning of the school’s Internet connections to three new more reliable Microwave, Pre-WiMAX and SDSL connections.
* Successfully managed the upgrade of the school’s IT Assets (Renewal of Classroom Technologies)
* Prepared the annual budget for the department.
* Prepared and adopted a new IT Policy for both staff and students
* Supervise all daily and weekly IT procedures
* Design; Implement Preventive Maintenance for all IT hardware & Software.
* Checking daily backups, all system interfaces, Server hardware and logs.
* Work and manage suppliers for any Software/ Hardware conflicts.
* Follow up all claims that are being forwarded to IT Dept.
* Document, archive all correspondence and troubleshooting, follow up suppliers’ visits and maintenance.
* Develop and adapt any ideas that bring IT services to higher management.
* Recover any gaps that might face the IT Dep’t and come up with plans to advance its operations.
* Creating and maintaining User Profiles and Rights in Microsoft Active Directory.
* Manage the Microsoft Server 2003  environment as :
* DHCP Server for managing IP Distribution.
* DNS Server for proper domain and outside name resolution
* IIS Server for the outlook web Email Access for employees.
* File Server for User Centralized Data access.
* Exchange 2003 & 2007 server for Emails.
* Defining and Maintaining Domain Policies as per company regulations.
* Juniper Firewall/Router maintenance for implementing Company Internet Policies.
* Managing Switches and routers for proper functioning of Hotel Network.
* Providing Employees with there IT Hardware and Software requirements.
* Managing Company Data Backup using the Symantec Backup Exec Software.

***September 2009 to Present Information Technology and Information Systems Consultant***

***Sectors Served: Manufacturing – Schools – Trading Companies – Telecom Companies***

* Understanding customer requirements and business objectives
* Providing strategic advice on using technology to achieve goals
* Managing IT initiatives and collaborating with in-house technical staff
* Consulting staff from different parts of a client's organization
* Analyzing an organization’s data
* Determining information system requirements and defining project objectives
* Making recommendations, such as suggesting appropriate hardware, software and systems
* Designing, installing and commissioning new systems and software, and fixing any issues that arise
* Compiling and presenting information
* Writing reports and documentation
* Repairing computer problems and removing viruses
* Training users
* Responding to feedback.

***April 2013 to May 2015 ALKAN C.I.T.***

 ***Fleet Department Manager***

* Efficiently manage the Company’s Vehicles (Assets and Rented) and oversee that they are fully utilized.
* Maintain electronic databases of sales, registration, inspections and maintenance of fleet management.
* Ensure fleet availability to meet all requests by scheduling, forecasting and surveying current user trends.
* Maintain knowledge and utilize all fleet information and user surveys to forecast new requirements.
* Arrange fleets and fleet operational staff to provide support and schedule Special Event Planning.
* Perform vehicle registration, insurance and CHP formalities and documentation regarding induction of new vehicles in existing fleet.
* Oversee routine and ad hoc maintenance, obtain tags for new vehicles and renew old ones to ensure schedule fleet management.
* Monitor and ensure fleet operation in compliance with local rules and regulations.
* Maintain and monitor data management system to organize fleets as per various schedules and requests.
* Streamline and monitor fuel purchase system with assistance of Fuel Cards for all vehicles and drivers.
* Participate in various workshops and educational programs and maintain knowledge on all industry relevant publications.
* Develop and implement standard operational standards to maintain vehicles by advocating best practices in industry.
* Provide direction to department staff to regulate budget cycle requirements and control budgeting process.
* Plan, process and execute vehicle purchase and vehicle replacement through efficient settlement.
* Plan and prepare annual budget, expenditures and analyze all financial objectives.
* Facilitate and implement corrective actions and capacity building to manage entire fleet to achieve company objectives.

***May 2012 to March 2014 ALKAN Holding, Cairo-Egypt***

 ***Senior Auditor***

To support the Supervisory Committee in fulfilling their responsibilities as defined by the industry regulation. Under the supervision of the Internal Audit Director, perform financial, compliance and operational audits as defined by the annual audit plan. Perform these procedures in accordance with accepted professional standards as well as the organization’s policies and procedures. Document pertinent testing, results, and communicate the results to management and the Supervisory Committee.

* Analyze data for internal audit.
* Determine the adequacy and effectiveness of the district’s systems of internal accounting and operating controls.
* Review the reliability and integrity of financial information and the means used to identify, measure, classify and report such information.
* Review the means of safeguarding assets and, as appropriate, verify the existence of such assets.
* Review operations and programs to ascertain whether results are consistent with established objectives and goals and whether the operations or programs are being carried out as planned.
* Gather data for internal audit through a variety of methods including interviews, financial research, downloads, etc.

***October 2010 to April 2012 ALKAN Networks, Cairo-Egypt***

 ***Project Manager - Installation & Commissioning Project (Vodafone – Etisalat)***

Responsible for the overall direction, coordination, implementation, execution, control and completion of the projects ensuring consistency with company strategy, commitments and goals.

* lead the planning and implementation of project
* facilitate the definition of project scope, goals and deliverables
* define project tasks and resource requirements
* develop full scale project plans
* assemble and coordinate project staff
* manage project budget
* manage project resource allocation
* plan and schedule project timelines
* track project deliverables using appropriate tools
* provide direction and support to project team
* quality assurance
* constantly monitor and report on progress of the project to all stakeholders
* present reports defining project progress, problems and solutions to all project stakeholders
* implement and manage project changes and interventions to achieve project outputs
* project evaluations and assessment of results

***October 2009 to September 2010 ALKAN Telecom, Cairo-Egypt***

 ***Project Management Officer (PMO) - Project Management Dept.***

* Understand basic revenue models, P/L, and cost-to-completion projections and makes decisions accordingly.
* Understands pricing models and billing procedures.
* Accurately forecast revenue, profitability, margins, bill rates and utilization.
* Assure project legal documents are completed and signed.
* Identify business development and "add-on" sales opportunities as they relate to a specific project.
* Lead proposal efforts including completing project scoping and LOE assessments.
* Effectively conveys our message in both written and verbal business development discussions.
* Facilitate team and client meetings effectively.
* Hold regular status meetings with project teams.
* Keep project teams well informed of changes within the organization and general corporate news.
* Effectively communicate relevant project information to superiors.
* Deliver engaging, informative, well-organized presentations.
* Resolve and/or escalates issues in a timely fashion.
* Understand how to communicate difficult/sensitive information tactfully.

***January 2003 to September 2009 SHAKER Consultancy Group, Cairo-Egypt***

 ***Senior IT Helpdesk & Network Administrator***

To proactively develop, support and strategically manage the ICT environment including networks, servers, desktop/laptop and operating systems. The focus being to ensure that the ICT Support function acts as the liaison between customer organizations and suppliers and as a supplier of services in its own right. This will include strategically selecting those services best provided in-house and those best provided by third parties.

* Knowledge of supporting the following:
	+ Microsoft Windows operating systems
	+ Microsoft Office applications
	+ Active Directory
	+ Microsoft Exchange
	+ Mobile devices including Blackberry and enterprise server.
	+ Networking technologies (TCP/IP, DNS / DHCP, LAN, WAN, VPN, ADSL routers and modems)
	+ Disk imaging, server desktop rollout software
	+ Backup and restore applications (NT Backup, Backup Exec,)
	+ SMS
	+ WSUS

**TRAINING & CERTIFICATION**

 Project Management Professional (PMP) (2010)

 Self-Study – Cairo, Egypt

 MCSE, MCSA, CCNA - Qualified

 YAT Training Center (Microsoft Certified Training Center)

**EDUCATION**

 Bachelor of Arts in Business Administration (2000)

 Modern Academy Maadi, Cairo –Egypt

**PERSONAL DATA**

 Marital Status: Married

 Date of Birth: 10.09.1977

 Nationality: Egyptian