*Tarek*

[*Tarek.338616@2freemail.com*](mailto:Tarek.338616@2freemail.com)

Personal Information

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| Nationality: Egypt | Residence Location: Cairo, Egypt |
|  | Untitled-2 |
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#### Career Objective

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| Seeking employment that allows me to grow professionally, while being able to utilize my skills for the betterment of the organization with the best use of my dedication, determination and resourcefulness. |

Professional Experience

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| Jun 2003-May 2007  &  Sep 2014-Present  May 2007-Aug 2014 | IT General Manager, Trade Agreements Sector, Ministry of Trade and Industry, Egypt  Company Industry: Government Job Role/Department: IT  Responsibilities:   * Managing the daily service operations to ensure quality services are provided, IT Support Planning. * Technical advisor and Trainer on troubleshooting fault for pc and its peripherals, Technical and financial Study of suppliers offers.   IS Services Manager, Hyperone, Egypt  Company Industry: Retail Hyper Markets - Job Role/Department: IS   Working as a IS Services Manager Managing all information systems services in Hyperone, 10th of Ramadan City branch. Support over 300 personal computers with peripherals', 100 POS machines with its peripherals, barcode scales, and datacentre achieving an exceptional satisfaction.  Responsibilities:   * Managing the daily IS services to ensure quality services are provided * Maintenance, IT Support Planning, and Training plans. * Technical and financial Study of suppliers offers * Responsible for the support of the entire infrastructure and the field services. Research, recommend and implement new technology. * Directing, monitoring and coordinating, dep. processes, evaluations and plans, to guarantee standard running conditions and process productivity in accordance to daily/monthly production plans and schedule. * Submitting monthly data of performance parameters to the upper management, along with proposals to eliminate bottlenecks in IS services. * Auditing usage of spare parts, and accordingly placing orders to ensure continual operation with minimal idle stock. * Evaluating supplier bids, to identify suppliers offering quality materials at budgeted rates. * Managing Data Centre operation including configuring IBM San Storage   Key Skills   * IT Services (H/W, S/W, Network) & Data centre, management and support. * Budgeting, Project Management, Team Management, and Training plans.   Achievements   * Successfully management projects of upgrade most of IS components (POS, PC’s, Scales, Servers, OS, Storage, and etc.) * Project Management for Disaster recovery site project * Shared in Establishment Hyperone 10th Ramadan branch regarding offer,   installation, and operation all IS components |
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| Nov 1995-Jun 2003 | IT supports Supervisor, CR&S, Egypt  Company Industry: IT Services - Job Role/Department: Customer services  Responsibilities: IT technical support. |
| Feb 1994-Sep 1995 | IT supports Engineer, Alhamrani Universal - Saudi  Company Industry: IT Banking Services - Job Role/Department: Customer services  Responsibilities: Tech. support for automated teller & point of sales machines |

Education

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| --- | --- | --- |
| 1989  2016  2016 | B.Sc. of Electronics Engineering, Faculty of Electronics Engineering-Menofeiya Unv.   |  | | --- | | EMBA, Executive Master of Business Administration from Alexandria University – Faculty of Commerce in collaboration with the J. Mack Robinson College of Business at Georgia State University  Certificate in Marketing Communication, International Advertising Association (IAA) | |

Career Level

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| --- | --- |
| Career Level: Management (Over 15 y exp.) | Notice Period to Work: 1 month |

Skills

| **Skill** | **Skill Level** | **Years of Exp.** | **Last Used** |
| --- | --- | --- | --- |
| * Managing daily IT service operations & Training plan * Technical and financial Study of suppliers offers | Expert | More than 6 y | 1 month or less |
| Implementation of policies and regulations, Team Building, Leading & Motivational skills | Expert | More than 6 y | 1 month or less |
| Communication & Interpersonal skills, Strong Analytical and Problem Solving Skills | Expert | More than 15 y | 1 month or less |
| Ability to work in Physically and Mentally Demanding env. | Expert | More than 15 y | 1 month or less |
| Project Management | Expert | More than 6 y | 1 month or less |

Languages

| **Language** | **Skill Level** | **Years of Experience** | **Last Used** |
| --- | --- | --- | --- |
| Arabic, English | Expert | More than 10 years | 1 month or less |

Certificates

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| * MCP, MCSA, and MCSE from Microsoft | * ITIL Foundation certified |

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| * 2004 MCSA, MCSE, Information Systems & Support Decision. * 2006 Advanced English Proficiency, Management Skills * 2008 JD Edward Enterprise inventory Management foundation, CNC Foundation Rel. 8.96, and system administration Rel. 8.96 – Oracle, * 2012 VMware Ver5 - IT Valley | * 2013 ITIL Foundation Training and   Certification, PMP-Self Studying.   * 2014 IT for Management Online Course   from Harvard Business for Education   * 2015 Training course in regional economic   cooperation to Arab countries,  Beijing-China |

Training

Events and Conferences attendance (For example, and not as a limitation)

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| * Fujitsu “Addressing your IT Infrastructure needs” – Cairo 2011 * IBM Power Systems and Storage Event - Cairo 2012 * Oracle Day - Cairo 2013 | * Gitex - Dubai 2011 * Microsoft “Keep your Business Moving” Event – Cairo 2013 * IT Transformation Forum “Accelerate the Future Today with Cisco, EMC and SAP” Cairo 2014 |