**MICAHEL**

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**Career Objectives**

To become part of a challenging organization that provides opportunities for personal and professional development in the field of Information Technology & Information Systems with active interest in the field of IT Infrastructure Operations Management that involves Technology Management, High Level Design, Project Planning, Implementation, People Management and Development of Procedures and Processes. To work in a quality certified organization, which gives me an opportunity to demonstrate my skills & in turn be a source of growth for the organization.

**Executive Summary**

9+ Years of total IT experience with vast exposure to IT Infrastructure Management space. Domain expertise on windows & UNIX platforms and successfully managed multiple projects involving Implementation and Production Support. Having extensive subject matter expertise in Datacenter Management, Full life cycle ERP implementation, IT Infrastructure Planning (Database, Server & Network Management), IT Services Management (ITSM), Methods, Processes, strategic Technology & Developing Cost Effective Solutions to meet customer / business requirements. IT Project Management, Planning, technology & People Management, SAP Hana Database Administration on UNIX & NT systems. Have very good exposure to Network & System Administration (Both Unix and Windows).

**Education & Qualifications**

 **Bachelor of Science (Majors: Networking and Data communication)**

Unity University, Ethiopia

**Technical & IT Certifications:**

 Microsoft Certified Technology specialist (MCTS**)**

**Certificates of achievement:**

**Techno Brain: CCNA** Routing and Switching

**Fairfax:** SAP B1 and HANA ERP solution for Finance, logistics and sales department

**DKTETHIOPIA**: Certificate of competency of INTERPERSONAL COMMUNICATION (IPC) for family planning use in rural social marketing.

**Cybersoft Clients:** Certificates of achievement from different clients of Cybersoft.

**Employment History**

**UNECA (June 2016 – Present)** as **Information system Assistant**

**Responsibilities:** Maintain, expanding and scaling the websites and Performance management Dashboard. Assist in developing and maintain installation and configuration procedures of the library information systems. Provide testing and validation support for the library application development including ECA IR, ASKIA, and ILMS projects. Re-design the already existing website.

**Kality Food S.C (October 2015 – June 2016)** as **IT Manager**

**Responsibilities:** Lead a major business transformation at KFSC & its subsidiaries. This includes the implementation of Microsoft Dynamics NAV ERP and the implementation of new network Infrastructure. Reporting to the CEO and responsible for broad range of IT Infrastructure services & delivery for Kality Food Share company (KFSC). I'm responsible for leading the IT Infrastructure team and ensuring that the service levels for the team are met in an efficient and effective manner. Also, responsible for the development and maintenance of policies & procedures covering the IT Infrastructure team. Work with key stakeholders to develop, implement and maintain the overall systems architecture at KFSC. Manage the IT Infrastructure services in providing effective, efficient and secure services, which ensures the continuous operation of the KFSC IT Infrastructure, security, operating systems and databases

 leading the KFSC IT Infrastructure team, consisting of 3 engineers in the following areas:

 Network Administration (LAN, WAN, Internet, Remote Access & VoIP);

 Database Administration (SQL Server);

 Windows Server, Exchange, VMware, Citrix XenServer/XenApp/XenDesktop Environment;

 End User Computing & Desktop support (Windows 7 and 8);

 IT Security;

 Production Support

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 Lead the IT Infrastructure team providing leadership and strategic direction to ensure the availability and reliability of key systems and services to the business.

 Lead the implementation of the infrastructure strategy and set direction for continuous improvement.

 Accountable for managing the Network, Server, Desktop and Virtual Desktop requirements and involved in

The transformation of the infrastructure and services available to end users.

 Diagnose and resolve infrastructure problems and set architecture within Infrastructure portfolio.

 Lead effort in providing capacity planning, contingency planning (BCP/DR), IT project management,

Change management, configuration management and other ITIL related disciplines.

 Directly involved in monitoring & operational readiness of Council’s IT Disaster Recovery Plan.

 Lead the implementation of Microsoft Dynamics NAV (ERP) solution

 Responsible for allocation of work with advice, coaching and training to enhance the expertise of individuals and the team where I'm required to set work objectives and manage performance of the team. Set direction for continuous improvement in order to better align infrastructure.

 Manage IT vendors/contractors, IT contracts and outsourcing management.

 Full budget responsibility for Infrastructure budget, including forecasting and budget planning.

**Clinton Health Access Initiatives (December 2014 – June 2015)** as **IT ADMINISTRATOR**

**Responsibilities:** Reported directly to the supervisor and primarily responsible for the day to day running and project management of a team of 8 IT professionals including network and infrastructure specialists ensuring tasks are completed according to time frames and in line with internal and customer expectations. Responsible managing the financials.

Implementing a system which is follow up and tracking pregnant mothers found in remote area of Ethiopia which is base at health centers.

 Trained the midwifes, nurse, health extension workers, and heads of health centers to Administer and

manipulate the system

 Managed all project staff working on projects. This includes ensuring resources are allocated appropriately across all projects.

 Ensured all technical staff are aware of the details of tasks assigned to them including start and end dates,

effort, budget, responsibilities and any relevant issues.

**DKTETHIOPIA (October 2011 –November 2014 )** as **Network and Web Administrator**

**Responsibilities:** Administering and managing the entire network system of Dktethiopia Active Directory, DNS, DHCP, ISA, Mail server, Anti-virus server, file server etc. Configuring and maintain of operating system (Windows, Red hat and other Linux/Unix based OS) . Managing front line SMS which is used for sales activity report generated by sales department. Administering and managing Sun system which is ERP system now a days it is changed to SAP Hana .

 IT support for the regional offices of Dktethiopia

 Responsible for managing all Business Applications, POS,SUN & SAP ERP functionality.

 Responsible for managing & supporting the core IT Infrastructure Systems including Servers, Networks & Data Center Operations

 Responsible for asset management, network & desktop support operations.

 Maintain the availability, reliability and functionality of IT Systems through proactive monitoring of System Availability, Response times, Packet Loss, CPU Utilisation, Memory Utilisation, Disk Utilisa- tion, UNIX & Windows Service Monitoring, Event Log Rules & SNMP Traps.

 Develop strategic plans & implement the objectives of the IT needs of the company to ensure the

computing capabilities are responsive to the needs of the company's growth & objectives.

 Designing and Administering Dktethiopia web site

 Review and approve major contracts for computing, IT services & equipment; ensure the security of the information systems, communication lines & IT equipment.

 Responsible for the development, review & certification of all back-up and Disaster Recovery Procedures

& Plans. Management of all IT Backup & Business Continuity Planning (BCP).

 Responsible for Vendor relationship management across server & network infrastructure; Manage all IT vendor & outsourcing relationships in line with global policy, including contract / cost negotiation and Service Level Management.

 Management of mobile & fixed line telecoms including company-wide upgrades; Management of all

Helpdesk activities and Service improvement efforts.

 Provide business & financial justification for system upgrades and enhancements.

**CYBERSOFT (January 2007 - October2011)** as **NETWORK ENGINEER**

**Responsibilities:** Design of internetworking solutions for clients of Cybersoft. Especially in designing Unified Internetworking Solutions, preparation of design documents. preparation of As-built documentations after completion of implementations. Preparation of High Level Proposals for Bids. Design of a structured cabling system. Installing and managing Operating systems for windows servers as well as client operating systems. And managing user Account in the Domain of the organization and also configuring DHCP, DNS, Active Directory and SQL server, Team foundation server.

 Review and approve major contracts for computing, IT services & equipment; ensure the security of the information systems, communication lines & IT equipment.

 Responsible for the development, review & certification of all back-up and Disaster Recovery Procedures

& Plans. Management of all IT Backup & Business Continuity Planning (BCP).

 Responsible for Vendor relationship management across server & network infrastructure; Manage all IT vendor & outsourcing relationships in line with global policy, including contract / cost negotiation and Service Level Management.

 WAN for Amhara National Regional State Investment Promotion Agency (ANRS-IPA): Design of WAN for connecting 14 zonal and liaison offices of ANRS-IPA to the Head office in Bahir-Dar through a Public Switched Telephone Network (PSTN). The design is done using: Cisco 2960 Access Switches, Cisco 3560

Core Switch, Cisco 2811 ISR with NM-16AM Modem Module, Microsoft Win. Server 2003  Microsoft

ISA Server 2006, Symantec Antivirus Enterprise Edition 10.2…etc

 WAN for Government Houses Agency (GHA): Design of WAN for connecting 6 branch offices of GHA to the Headquarters through Service Provider’s MPLS VPN network. The design is done using: Cisco Express 500 Access switches, Cisco 3560 core switches, Cisco ASA 5520, Microsoft Win. Server 2003, Symantec Antivirus Enterprise Edition 10.2…etc

 LAN for Ethiopian Iron and Steel Factory (EISFA): Design of LAN for EISFA consisting of Cisco Access

Switches, Cisco Core Switches, Microsoft Servers and Optical Fiber Cables.

 LAN for Ethiopian Investment Agency (EIA): Design of Unified Network Solution for EIA having Wired and Wireless media. The design is done using: Cisco Express 520 access switches, Cisco 3560 access switches, Cisco 1130AG wireless access points, Microsoft Servers and Symantec Antivirus…

 LAN for Assela Malt Factory (AMF): Design, Implementation and Configuration of LAN for AMF having: Cisco 2950 access switch, Cisco 3560 core switch, Cisco Pix 515E firewall, Microsoft Servers, Symantec Antivirus solutions, Optical Fibers and Dell servers…

 LAN for Berhanena Selam Printing Enterprise (BSPE): Implementation of LAN for BSPE consisting of

Cisco Access Switches, Cisco Core Switches, Microsoft Servers and Optical Fiber Cables.

 LAN and Wireless Network for CONCORD Hotel: Designing and configuring Wireless and LAN through

windows server 2008 and it has high speed internet connection.(2013)

 LAN and Wireless configuration and installing for MTEC Hotel (2013)

**Consultancy work**

 December, 2014 Dktethiopia: to create and administrate an automated sales data collection system and configuring and maintain Data center for e-sales system as well as for other IT functionality

 February, 2012 Upeace: establishing online education system which is web application

System for University of peace

**Teaching Experience**

 Installing and configuring window server 2008 for Network Administrator of Ministry of

Trade

 Installing and configuring window server 2003 for government office IT Administrator

at Nero net Training center

 Microsoft Office application for Young woman Christian Association (YWCA) students

which is a volunteer service

**Professional Skills: Administration:**

 Managing and Administering SAP HANA database

 Managing Sun system database server

 Managing SQL server

 Managing Team Foundation server.

 Managing Oracle data Base Server.

 Managing user and computer accounts in Active directory

 Managing Microsoft ISA server

 Managing Microsoft Exchange server

 Managing Microsoft SharePoint server

 Applying group policy in active directory and local machine

**Design:**

Design of Network Systems using:

 Hierarchical Network Model

 Service Oriented Network Architecture

 Unified Network Solutions

**Security:**

Configuration of Security Services on:

 Cisco Pix and ASA

 Microsoft ISA Server

 Cisco Switches and Routers using access control lists

 Cisco Routers and Pix using VPN (IPSec) Server Operating Systems and collaboration

**Servers:**

Microsoft Windows Server 2003, 2008&2012 and Exchange Server 2010 and 2013:

 Design and Configuration of Active Directory Infrastructure Design and Configuration of RRAS

 Design and Configuration of Security

 Design and Configuration of Group Policy

 Design and Configuration of Exchange Server 2003/2010

**Systems, websites and Database:**

Systems development with Microsoft .NET framework, MS. SQL Server and Microsoft Visual

Studio c#, Joomla, ASP.net, WordPress and Drupal

**Languages:**

Amharic: Excellent

English: Excellent