**Samer**

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**Summary**

As a visionary IT Professional & Business Adviser, I bring 17 years of rich leadership experience characterized by significant contributions to the achievement of challenging objectives.

I have contributed & led the design & installation works for several projects for medium & large companies in both the private & governmental sectors.

With a solid background in IT, Business & project management, I’ve developed a profound knowledge of designing & delivering tailored IT solutions services in different working environments. This has seen me lead projects of a variety of sizes & differing natures. From server rooms to networks, I have built & guided teams to deliver projects of considerable scales in-time & within the determined budget.

By building & managing teams as well as developing strategies, future plans & procedures, I have catalyzed growth & led to improvements in performance & productivity.

Confident of adding significant value to your organization, I enclose my Professional Profile & Career track record.

**EXECUTIVE SYNOPSIS**

•High caliber IT Leader with 17 years of rich experience in the Architect &design industry. Experience encompasses IT, Business Advisory, project management &Crisis Management as well as Sales &marketing. •Adept catalyzing exponential development by building &sustaining teams, establishing processes, systems &controls &leading high quality performance.

•Astute relationship builder &negotiator skilled in achieving settlement of complex issues.

•Proficient in leading research studies &preparing comprehensive reports covering lessons learnt & action plans for the way forward.

•Skilled in interpreting legislation, rules, regulation &decrees &managing the regulatory regime ensuring consistent compliance.

•Deft in building &sustaining robust professional relations with all stakeholders including VIP/HNI clients. •Proactive, achievements driven manager with excellent communication, coordination, strategist, planning &execution skills.

Page 1

**Experience**

**IT Manager – LGDS (Markham, Ontario, Canada)**

August 2018 till now

**Previous**

**IT Manager – Ecobat (Elsokhna)**

May 2017 till June 2018

**Information Technology & Maintenance Manager at Samoral (8 Months)**

September 2016 – April 2017

Duties and Responsibilities

•Act as project manager for the SAP hardware configuration, Network design, equipment installation & implementation.

•Act as first line support for the SAP internally & to manage the troubleshooting/ problem solving with SAP partner/provider.

•Act as the work flow reference on manual for all the SAP modules.

•Manager oversee all aspects of the IT needs in order to enhance productivity and meet business needs. •Administer the IT help-desk in order to contribute to the smooth and effective running of operations. •Analyze the technological needs in order to improve the existing IT infrastructure and provide a better end user services.

•Draft procedures, design processes and establish policies in compliance with the company’s requirements. •Monitor/assess staff productivity & needs in order to ensure enhancement of IT staff skills through proper training and coaching.

•Develops IT strategy and implementation plan (including IT operations, Application and infrastructure) in line with the identified IT requirements.

•Develops IT budget based on the finalized IT strategy and plan, outlining IT expenditure, operating expenditure, resource requirements etc.

•Oversees design, budget and implementation of the IT infrastructure for new projects and prospect assets technical evaluation.

•Monitor the implementation of annual IT operating plans, roll outs / deployments of projects, infrastructure upgrades across the company.

Page 2

•May participate in after-hours support via cell phone and remote access.

•Manage all the purchasing functions (IT Assets & consumables) for the whole company’s facilities cost effectively.

•Manage periodic maintenance according to the preventive maintenance system guidelines.

•Submit the annual maintenance plan and keep records as technical logs for machine history, repair and overall maintenance.

•Undertake other ad hoc duties as may be required from time to time.

•May include local travel commitments.

**IT Manager at Eleman Tours**

February 2016 - September 2016 (7 months)

**IT Executive Consultant at ARC (USA)**

January 2015 - August 2015 (7 months)

Prepare infrastructure and implement SAP

**IT Manager at EBAM**

May 2012 - January 2014 (1 year 8 months)

**IT and Business Development Manager at IICP**

November 2008 - April 2012 (3 years 5 months)

1. Manage information technology and computer systems

•Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP)

•Develop and implement policies and procedures for electronic data processing and computer systems operations and development

•Meet with managers to discuss system requirements, specifications, costs and timelines

•Hire and manage information systems personnel and contractors to design, develop, implement, operate and Administer computer and telecommunications software, networks and information systems

•Control the computer systems budgets and expenditures

1. Ensure technology is accessible and equipped with current hardware and software Main Activities

•Troubleshoot hardware, software and network operating system •Be familiar with all hardware and software

•Be familiar with network operating system

•Provide orientation to new users of existing technology

Page 3

•Train staff about potential uses of existing technology

•Train staff about new and potential use

•Provide individual training and support on request

•Provide recommendations about accessing information and support

•Maintain current and accurate inventory of technology hardware, software and resources

1. Monitor and maintain technology to ensure maximum access Main Activities

•Troubleshoot all technology issues

•Maintain log and/or list of required repairs and maintenance •Make recommendations about purchase of technology resources

•Research current and potential resources and services •Provide network access to all staff and students •Install work stations

•Connect and set up hardware •Load all required software

•Provide network accounts and passwords as required •Monitor security of all technology

•Advise staff of security breach and/or change in password or security status •Ensure installation of lock out programs

•Identify and prepare hardware for disposal when appropriate •Ensure hardware is stripped and secured before disposal

**Senior Systems Engineer and Data Center Manager at MOF (Minister Office)**

July 2007 - November 2008 (1 year 4 months)

(Customs Automation Project (Data Warehouse Project - NCIS Project))

Job Description

The Data Center Operations Manager has responsibility for a single large data center facility, campus or several small data center environments in a given geographic area. The Data Center Operations Manager has two primary functions. First and foremost the data center operations manager has operational responsibility for driving all data center efficiency and productivity metrics for the given facility. This means they are held accountable for the production and run of their data center facility, client deployments, quality of operational run, negotiating and managing vendors on a location or site basis, and ensuring quality is delivered uniformly across their production scope. The second function is defined as being the primary interface and

Page 4

escalation for communication, responsibility and accountability into and out of the data center facility for all internal clients, infrastructure service groups, and the Data Center Services organization itself.

Main Tasks:

1- NCIS Project (Senior Systems Engineer, Technical support manager)

2- Egyptian Customs Authority Data Warehouse Project (Executive Project Manager).

3- Migrating the current Egyptian Customs Authority Network Infrastructure, Applications, Security, Databases (Started During my Work Period)

4- Building a Server Farm for 200 servers (Fire System, Monitoring System, Water Resistance System, Air Condition System)

5- Building HQ Network and Security Infrastructure.

6- Main Data Centers in Cairo (Implementation-Upgrade) and Alexandria (Upgrade - Implementation)

7- Central Printing Systems Project.

**Senior Systems Administrator at MOF (Minister Office)**

December 2006 - July 2007 (7 months)

Customs Automation Project - Data Warehouse Project

Duties and Responsibilities:

Responsible for installation, configuration, administration, and system security of a multi-platform environment which may include Microsoft Windows, UNIX, and LINUX; adheres to strong (industry standard) systems administration techniques and procedures.

1. Work with other groups (Systems and Services, Desktop Support, Security, etc.) to help establish the standards of system architecture, data communications, and system security; disseminates those standards to MOF entities for program wide compliance.
2. Supervise the installation, documentation, and maintenance of software supported in all MOF computer activities and disseminates this to other system administrators through MOF IT Technical Operations.
3. Assist in the installation, maintenance and administration of different systems and service.
4. Responsible for the backup of data, including automatic backup routines, testing data integrity, and offsite storage of media.
5. Report weekly to Budget Automation Project Manager on operational problems, plans, and progress.
6. Aid in the production of all network, system, security, and user documentation.

Page 5

1. May be required to manage e-mail, DNS, file sharing, application, and/or other systems and services as necessary.
2. Engage in personal professional development to stay current with the demands of the position; is a positive influence for the effective use of technology for Budgeting Automation (BA)
3. Perform additional related duties as assigned by BA Project Manager

**Technical Implementation Supervisor at MOF (Minister Office)**

November 2005 - December 2006 (1 year 1 month)

Customs Automation Project

**Senior Network and Systems Administrator at MOF (Minister Office)**

February 2005 - November 2005 (9 months)

Main Task:

1- Building Automated System For Public Sector Budgeting (Started and Finished for Phase 1 and Phase 2

During my Work Period)

2- Building an Infrastructure For Ministry of Finance Towers and about 1200 sites (Started and Finished for Phase 1 and Phase 2 During my Work Period)

3- Building a Server Farm for 200 servers (Fire System, Monitoring System, Water Resistance System, Air Condition System ................ )

Job Description:

First as Senior Network Administrator

* Plan, design, monitor, support, and integrate enterprise network systems.
* Under general direction, manage network performance and maintains network security .
* Install, maintain and monitor the operation of the local area networks and wide area network.
* Evaluate vendor products in hardware, software and telecommunications equipment and recommend purchases consistent with short and long term objectives.
* Recommend and implement network polices and standards, ensuring adherence to security procedures. Maintain contact with outside organizations in the maintenance, service and/or purchase of the network. Supervise training of IT staff and selected users on network operations and procedures.

Second as Senior System Administrator

Job Description:

Page 6

* This is professional work planning, designing, monitoring, supporting, and integrating enterprise network systems.
* Under BA management direction, manages network performance and maintains network security. Installs, maintains and monitors the operation of the local area network. Evaluates vendor products in hardware, software and telecommunications equipment and recommends purchases consistent with short and long term objectives.
* Recommends and implements network policies and standards, ensuring adherence to security procedures.
  + Maintains contact with outside organizations in the maintenance, service and/or purchase of the network.
  + Plan and conduct users training on network operations and procedures.

**Senior Systems and Network Administrator at MCI**

June 2003 - January 2005 (1 year 7 months)

**System and Network Administrator at Elandalos for Trading** October 1999 - August 2003 (3 years 10 months)

**Certifications:**

**MCSE: Windows Server 2003**

Microsoft May 2008

**MCSA: Windows Server 2003**

Microsoft

May 2008

**MCSA: Windows 2000**

Microsoft

February 2004

**MCSE: Windows 2000**

Microsoft

April 2004

**MCP: Microsoft Certified Professional**

Microsoft

November 2003

**OCA: Oracle Certified Database Administrator 10g**

Microsoft July 2008

**OCP: Oracle Certified Database Professional 10g**

Microsoft July 2008

**HP-UX CSA: HP-UX Certified System Administrator- CSA HP-UX 11i v3**

HP

July 2008

**CCNA: Cisco Certified Network Associate**

Page 7

Cisco September 2008

**CCNP: Cisco Certified Network Professional Routing and Switching**

Cisco November 2010

**Languages**

English

**Education**

**Alexandria University**

Bachelor's degree, Accounting and Finance, 1995 – 2000

**Skills & Expertise**

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| --- | --- | --- | --- |
| Team Leadership | Technical Support | Project Planning |  |
| IT Management | Security | WAN |  |
| Troubleshooting | Strategic Planning | Performance Management |  |
| Management | Time Management | Network Administration |  |
| Project Management | Six Sigma | Negotiation |  |
| Team Management | Servers | Leadership |  |
| ERP | Databases | Budgeting |  |
| Business Analysis | Training | Team Building |  |
| System Administration | Hardware | Business Development |  |
| Change Management | Information Technology | Windows |  |
| Microsoft Office | Operating Systems | Infrastructure |  |
| Process Improvement | Employee Relations | SAP ERP |  |
| Software Documentation | Analysis | SUSE Linux Enterprise |  |
| Server |  |
|  |  |  |
| Windows Server | Teamwork | SAP HANA |  |
| Networking | DNS | IT Operations |  |
| Data Center | Network Security | Telecommunications |  |
| Active Directory | Software Installation | CCNA |  |
| CCNP |  |  |  |

**Hobbies**

Photographing Certified from CSA, CAPA and Arab Photographer Union

Page 9