

MANAGEMENT LEVEL ★ INFORMATION TECHNOLOGY PROFESSIONAL

PROJECT MANAGEMENT | IT INFRASTRUCTURE MANAGEMENT | STRATEGIC TECHNOLOGY PLANNING & EXECUTION

PMP ■ PMOC ■ CISA ■ CERTIFIED MANAGER ■ CCNSP ■ SQL-CCNA ■ MCSE – MCSA – A+ ■ NETWORK + ■ CIW

Innovative and resilient information technology leader with advanced expertise in program management, IT infrastructure management, project management and information system management. Equipped with 10 years of experience and driving major initiatives to success, complemented by an MBA in project management and extensive technical certifications.

- IT Expertise: Excellent forte in designing IT infrastructure and implementing technology to support large user groups and service infrastructure. Assist in the review of new hardware and accessories.
- Project Management: Brilliantly facilitates the definition of project missions, its cost, resource deployment, time over-runs, goals, quality, compliance and resource requirements, develops methods to monitor project or area progress.
- Strategic Management: Spearheaded efforts in strategic management with the distinction of driving new IT initiatives, designing infrastructures & contributing to the achievement of organizational objectives.
- Planning & Execution: Proficient in end-to-end project planning & implementation activities including scope management to activity sequencing, risk analysis, effort & cost estimation, to quality management in adherence to international guidelines & norms. Creatively designs and implements network solutions with cutting edge technologies.
- Team Management: Efficiently leads, monitors and mentors the performance of team members to ensure efficiency and satisfactory results. Maintains an environment that fosters development opportunities & motivates high performance.
- Client servicing: Apt in recognizing the client's requirements, troubleshooting and custom designing solutions for complex information systems management.
- Communication Skills: Employs great communication and interpersonal skills, accelerating team co-ordination and getting effective results. Possesses bilingual proficiency in Arabic and English languages.
- Scholarships: Gained scholarships in MCSE – MCSA – A+ – NET + - CIW from IBM for 6 months
- Represent PMI Kuwait Chapter at PMI Global congress 2015 north America

CORE COMPETENCIES

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|--------------------------------|----------------------------------|--------------------------------------|
| • IT Infrastructure Management | • Software Development | • Networking |
| • Project Management | • Strategic Management | • End – to – End Project Planning |
| • Resource Allocation | • Client Relationship management | • Performance Measurement |
| • Business Management | • Escalation management | • Team Management/ Coordination |
| • Leadership | • Product Roadmap | • Communication/Interpersonal Skills |

PROFESSIONAL WORK HISTORY

Computhink Computer Co., Kuwait

*Projects Manager**October 2010 – present*

Spearheaded performance in all project planning processes and provided active participation in the product roadmap development process to provide resources, design, and budget and schedule estimates for the required support. Efficient in framing project objectives favoring to the client's or the organization's interests and requirements.

- Charged with the responsibility of identifying opportunities through continuous business development through a developmental approach (e.g., work breakdown structure) to meet project requirements and scope of deliverables.
- Efficiently negotiates priorities with business unit heads and to achieve goals and support dependencies and review project reports and defined actions required on variance analysis, status, budget and staffing
- Excels at identifying, communicating and resolving conflicting schedules and dependencies within the project and its linkages to business and other OE projects.

Said Hamid Behbehani & Sons Co., Kuwait

*IT Manager**Since April 2008*

Effectively handled the responsibility of the deployment, maintenance, development, upgrade and support of all IT systems, including telecommunications, networking, servers, PCs, operating systems, hardware, software (Windows, Antivirus, ISA, and Helpdesk), peripherals and Office Automation equipment. Communicated to the executive management and end users of the systems and information services.

PROFESSIONAL WORK HISTORY (CONTINUED...)

Said Hamid Behbehani & Sons Co., Kuwait

*IT Manager**Since April 2008*

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- Demonstrated great leadership skills, with ability to jump in and solve escalated IT issues quickly and restructuring the IT setup when moving to a new building/facility.
 - Showcased smart skills in negotiating and administering vendor, outsource and consultant contracts and service agreements.
 - Managed and oversaw IT staffing, including recruitment, supervision, project coordination, scheduling, development and evaluation as per the requirement.

Fast Control for General Trading Co., Kuwait

*Senior IT Administrator (5 Branches)**August 2005 – December 2007*

Responsibly functioned as help desk and tech support supervisor of 5 branches of the *Fast Control for General Trading Co.* Creatively designed and implemented local and wide area network systems, supporting enterprise-wide applications or a large scale computing applications involving a large number of users.

- Managed the data backup including monitoring automatic backup routines and maintained backup software, created accounts online, and assisted the users with technical advice and problem resolutions.
- Charged with the responsibility to perform analysis on the Infrastructure Network Evaluation and Reporting and monitoring the utilization of all networks to determine upgrade.
- Coordinated with the software and hardware vendors to request service regarding new and defective products and made timely software and hardware evaluations and recommendations for management review.

CAREER COMMENCEMENT

Arabic Radio & Television (Art) TV Channels, Alexandria, Egypt

Dec 2002 – Aug 2005

Network Administrator (5 Branches for ART Channels – Alexandria Branches)

CERTIFICATIONS

2003 – *Hardware Maintenance* – Network Essentials from YAT Education Center2012 - *Train The Trainer* | 2012 - *PMOC* (the PMO institute) | 2012 – *PMP* (PMI) | 2011 – *CISA* (ISACA)2010 – *CM (Certified Manager)* from James Madison University, USA | 2009 – *CCNSP* from Cyberoam, Dubai2005 – *SQL* – *CCNA* from New Horizons | 2004 – *MCSE* – *MCSA* – *A+* – *Network +* – *CIW* – *Linux* (Scholarship with IBM)

EDUCATION

MBA in Project Management, 2012

Sikkim Manipal University, India.

Bachelor Of Engineering in Mechanical, 2002

Menofiya University, Egypt

ACADEMIC PROJECT Title:

Computer Aided Design (CAD)

Duration: 6 months

Description: Using C++ to code mechanical operations

REFERENCES AVAILABLE UPON REQUEST
