



Ibrahim Syed

Dammam - Saudi Arabia

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IT Operation ♦ Business Unit Lead ♦ Project Manager

Objective:

Pursuing a challenging position as an IT operation where I can contribute my managerial, technical and analytical skills developed from my past experience, education and training.

Career Profile

- ♦ **More than 20 years of employment in IT careers:** IT leadership roles & management, operations, planning, team leading, project management plus my experience in Hardware, Data Centre ,IP Telephony, Microsoft Servers, HP Servers, SAN Storage, BMS, Network Infrastructure, Security Infrastructure, IT Policy and Procedure, ITIL, Backup Methodology.
- ♦ Responsible for plenty of major tasks like DC migration, Infrastructure Projects, Disaster Recovery, supervising, managing all the related of projects activities, business needs, vendor Negotiation, purchasing, applying standards of implementation, training & system support.
- ♦ Good practice of the IT life-cycle methodology including Quality Assurance, Operations Procedures and documentation.
- ♦ Designed, built and maintained lots of projects, projects planning, IT Budgeting, ROI Analysis.

Key Skills and Technology Abilities

- ♦ As an IT operations manager, providing project coordination for technology infrastructure.
- ♦ Provisioning and supporting core IT processes such as data center operation, network, Systems, technology recovery (DR), maintenance agreement, and license management.
- ♦ Beside project coordination role and IT resources recruiting.
- ♦ As an IT Project manager, was responsible for setting objective & scope and monitor the progress and achieve in the time within the budget.
- ♦ Implementing the necessary environment & setup in terms of IT team, hardware, software, Networking & communication, putting long & short term plans to execute the work in Accordance with the budget & resources, forming work teams, assigning tasks, following up Achievements on daily basis , putting criteria for measuring success and doing evaluation.
- ♦ Strong in Operation, projects methodology, planning and executing.

Summary of Major Accomplishments

- ◆ **Currently:** Managing IT projects, Operations & infra-structure in AlMajdouie corporate group, leading the role for datacenter operations including LAN, WAN, and managing different Systems like Exchange, MS Lync, and variety of MS systems, in addition to planning and managing the daily tasks operations.
- ◆ **Previous:** Helpdesk technical support, Helpdesk Leader Network Admin, System Admin, and System Admin Section head.
- ◆ DC Monitoring, Infra structure Monitoring, implementing corporate dashboard, KPI monitoring & Business Impact Analysis, 73 branches WAN monitoring, Server and SAN storage Monitoring, Monitor the KPI of Managed service, Help Desk Tickets monitoring, Microsoft and Other license schema preparation, IT Auditing, Projects Dash Board.
- ◆ Key member of IT department that planned budget utilization, and implemented all the Company's needs in Software, hardware, servers, networks and communications.
- ◆ Exchange server, Domain Controller, Proxy, ISA, TMG and Fore Front design and migration.
- ◆ Data Centre Migration - two times successfully migrated.
- ◆ Designing LAN, WAN, Server and storage.
- ◆ Backup Policy and Procedure of all operational servers.
- ◆ Data Centre Designing and monitoring systems.
- ◆ License schema of Microsoft, MacAfee, Symantec, Citrix etc...
- ◆ Involvement of IT Auditing and proposed the mitigation plan.
- ◆ Prepare the New branches IT Design Document.
- ◆ Meeting Room Reservation System.
- ◆ NTP appliance and integrate with all the IP based systems.
- ◆ Time Attendance System almost 75 branches with employee finger enrollment.
- ◆ Implement the Citrix and Screwdriver with design.

Awards

- ◆ 3 times got the Best Employees of the department.
- ◆ Gold Medal for Under Graduate Degree – B.Sc.
- ◆ University First for Post Graduate – M.C.A

Career Development

- ◆ **Almajdouie Group - Saudi Arabia** **6/2000 – current**
IT operations, Managing IT Projects, providing project coordination for technology Infrastructure provisioning and supporting core IT processes such as data center operation, Network, systems, technology recovery (DR), maintenance agreement, and license management, beside project coordination role and IT resources recruiting.
- ◆ **Sadakathullah Appa College -India** **5/1996 – 5/2000**
IT Practical Lab which consists of Novell Netware, Unix Open Server and Windows NT server. Create the students login Id, managing the students practical's, maintaining the servers and PC's .

♦ Aptech – India – Part Time**4/1995 to 4/1996**

IT Practical Lab which consists of Novell Netware, Unix Open Server and Windows NT server. Create the students login Id, managing the student's practical's, maintaining the servers and PC's. And also taking the training class.

Academic Education

- ♦ **B.Sc– Computer Science** – Sadakathullah Appa College, Manonmaniam Sundaranar University – 1990 – 1993 , India
- ♦ **M.C.A – Master of Computer Application** – Sadakathullah Appa College , Manonmaniam Sundaranar University – 1993 – 1996 , India
- ♦ **M.B.A – Project Management** – Indian Institute, Alagappa University – 2012 – 2014 , Bahrain

Professional Certification

- ♦ Microsoft – MCSA – 2002
- ♦ Microsoft – MCSE - 2003
- ♦ Cisco- CCNA - 2004
- ♦ HP System Engineer - 2005
- ♦ EMC SAN Storage Foundation - 2006
- ♦ Voice – 3com VCX IP Telephony & IP Messaging 7.1 - 2007
- ♦ Symantec Backup Exec (4.5) Foundation Training - 2008
- ♦ McAfee EPO Administrator (2.3) Foundation Training - 2009
- ♦ ITIL V2 – HP Foundation Training – 2010
- ♦ ITIL V2 – Service Support – 2011
- ♦ BICSI Data Centre Design Professional – 2010
- ♦ PMP – Project Management Professional – 2013
- ♦ ITIL V3 – Foundation - 2014

Management Training Courses

- ♦ Bullet Proof Manager
- ♦ Interviewing Skills
- ♦ Change Management
- ♦ How to make Team Work
- ♦ Communication and Interpersonal Skills
- ♦ CompTIA Security +
- ♦ Developing Creativity & Innovation at Work
- ♦ Strategic Sourcing

Personal Details

- ♦ Married.
 - ♦ Two Kids.
 - ♦ Indian.
 - ♦ Saudi Valid Driving License.
 - ♦ D-O-B – 25.04.1974.
 - ♦ Iqama Profession Computer Programmer
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