

AHMED ALMAGHRABI

IT OPERATION MANAGER

CONTACT

Email: ahmed.maghrabi@hotmail.com

Mobile: 0583840105

Linkedin:www.linkedin

.com/in/ahmed-

almaghrabi-pmp®-

itil®-91a7bb46

EDUCATION

bachelor - Project Management

January 2021 - Present

Everyone's Smart University

High Diploma - Network &

Communication Systems 2004

King Saud University - Community

College

CERTIFICATE

PMP Certified - 2020

ITIL Certified - 2020

COURSE - TRAINING

CCNA Routing & Switching - 2006

SKILLS SUMMARY

Judgment and Decision Making

Complex Problem Solving

Strong communication

Project management

Operation Monitoring

Vendor management

Strategic thinking

WORK EXPERIENCE

IT Operation Manager

Dr.Mohammed AlFagih Hospital| Oct 2020 - present

- Manage IT Department and strategic planning .
- Develop and review budgets for and from IT Dept.
- Manage IT staffing , including recruitment , supervision.
- Develop and implement IT policies and procedures .
- Authorize and oversees deployment , monitoring , maintenance , development, and support all of hardware and software based on dept needs.

IT Service Manager

King Faisal Hospital International Holding Co. | Dec 2017 - Sept 2020

- Coordinate and supervise IT staff members.
- Handle annual budget and ensure cost effectiveness for the IT department
- Manages and coordinates all IT-related matters including data, wireless communications, mobile technology, telephony, security, and computer hardware and software
- Trouble-shoots and solves problems related to hardware, software, and network problems.
- Build long term relationships with outside vendors for IT related products and services.

Acting-IT Director

King Faisal Hospital International Holding Co. | Feb 2018 - Nov 2018

- Develop strategy as it relates to the organization's IT infrastructure (computer and information systems, security, communication systems).
- Develop, manage, and track the IT department's annual budget.
- Developing, implementing, and evaluating IT projects in line with organizational objectives.
- Identifying vulnerabilities, the need for upgrades, and opportunities for improvement.
- Proposing strategic solutions and recommending new systems and software.

Data Center Manager

American Express Saudi Arabia Co. | 2014 - 2017

- Install and configure computer hardware and software systems
- Monitor computer systems and networks to ensure they function efficiently
- Present to company management reports of IT/systems support services
- Create and set up new user accounts/profile, as well as address issues with passwords
- Installations, Move, Add, Change, Decommission of IT equipment including networks, servers, storage, backup devices
- Physical / visual inspections, Troubleshooting of issues for IT equipment.
- Monitoring Data Center Environment.

Network Administrator

American Express Saudi Arabia Co. | 2006 - 2013

- Support LANs, WANs, network segments, Internet, and intranet systems.
- Plan, design and help the networking team in establishing a network knowing the requirements of the organization.
- Prepares and maintains documenting of network configurations and cabling layouts.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.

Help Desk Support

American Express Saudi Arabia Co. | 2004 - 2006

- Analyze the performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance the quality of service and to prevent future problems.
- Monitor and test fixtures to ensure problems have been adequately resolved.
- Assess the need for any system reconfigurations (minor or significant) based on request trends and make recommendations.