

## CAREER OBJECTIVE

*Efficient professional with 16 years of experience and proven knowledge of IT strategy, infrastructure, disaster recovery and capacity planning. Aiming to leverage my skills to successfully fill the IT Manager/Consultant role in an ambitious environment.*

## WORK EXPERIENCE

Oct 2012 - Present  
أكتوبر ٢٠١٢ - الحاضر

### Tatweer Educational Transportation Services Company, Riyadh

*IT Infrastructure Associate*



- Develop policies and procedures related to infrastructure systems hardware and software acquisition, support, security, and backup
- Ensure highest availability of all systems
- Prepare Request for Proposal (RFP) and Scope of Work (SoW) and review the technical proposals
- Develop lifecycle and asset management, including maintenance of datacenter equipment
- Follow up with IT projects (Infrastructure and development) to align the high quality of service and best practice of recommended configuration
- Coordinate with all Information Technology members to align information security practices on all systems which are inherited by accredited government organizations
- Ensure that information technology resources are right-sized to meet current and future business requirements in a cost-effective manner
- The authorizer to manage the services that are provided by multiple vendors
- Establish budgetary requirements for new hardware/software and equipment replacement
- Matching international standards and their policies and procedures in order to protect TTC environment and its data
- Represent the Information Technology department in all IT related committees
- Represent the sector in any project which requires hardware/software
- Ensure all relevant quality, health, safety and environmental procedures and controls adhere to the set standards so that the safety of employees, quality of products/services and environmental compliance can be guaranteed
- Liaise with vendors to meet with other IT department staff and initiate IT purchase requests to ensure timely and cost-effective delivery

Jul 2011 - Sep 2012  
٢٠١١ ٢٠١٢ - ٢٠١١ ٢٠١٢

## Zuhair Fayed Partnership - Softnet, Riyadh

*Enterprise Account Manager*



- Identify and grow opportunities within territory and collaborating with sales teams to ensure growth attainment
- Operate as the lead point of contact for any and all matters specific to my customers
- Establish productive, professional relationships with key personnel in assigned customer accounts
- Build and maintain strong, long-lasting customer relationships
- Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Proactively assessment, clarification, and validates customer needs on an ongoing basis
- Proactively leads a joint company-strategic account planning process that develops mutual performance objectives, financial targets, and critical milestones for a one and three-year period
- Meet assigned targets for profitable sales volume and strategic objectives in assigned accounts
- Lead solution development efforts that best address customer needs, while coordinating the involvement of all necessary company personnel

Jan 2008 - Jun 2011  
٢٠٠٨ ٢٠١١ - ٢٠٠٨ ٢٠١١

## Ministry of Higher Education, Riyadh

*Network, System & Information Security Administrator*



- All administration & operation tasks for Gateway routers, Firewalls, IPS, IDS, Core/Access Switches, ACS, ACE, Load Balancer, Wireless, etc.
- All administration & operation for Domain Controller, DHCP, DNS, AD, Exchange Server, Virtual Environment, Level III Support, etc.

Aug 2006 - Dec 2007  
٢٠٠٦ ٢٠٠٧ - ٢٠٠٦ ٢٠٠٧

## Bank Albilad, Riyadh

*Systems Officer*



- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Perform data backups and disaster recovery operations.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future

Jan 2004 - Aug 2006  
١٩٨٥ - ١٤٢٨

## SaudiNet - Saudi Telecom Company

*Internet Services Specialist*



- Analyze network data to determine network usage, disk space availability, or server function
- Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment
- Configure security settings or access permissions for groups or individuals
- Configure wide area network (WAN) or local area network (LAN) routers or related equipment
- Document network support activities
- Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes
- Identify the causes of networking problems, using diagnostic testing software and equipment
- Install network software, including security or firewall software
- Install new hardware or software systems or components, ensuring integration with existing network systems
- Perform routine maintenance or standard repairs to networking components or equipment
- Troubleshoot network or connectivity problems for users or user groups
- Analyze and report computer network security breaches or attempted breaches
- Back up network data
- Maintain logs of network activities

## EDUCATION

Jan 2004

### **Riyadh College of Technology**

*The Associate Degree of College of Technology  
Computer Technology*

## TRAINING & CERTIFICATES:

- Certified Information Security Manager (CISM)
- Certified Information Systems Security Professional (CISSP)
- ISO 27001 (ISMS) Lead Auditor
- Managing Project Using Microsoft Project Server 2016
- MCSE Communications
- Project Management - Skills for Success
- Direct English
- Project Management Office Workshop
- Introduction to Cisco Networks (CCNAB)
- Implementing Microsoft Windows 2000 Professional and Server
- SUSE Linux Administration Certificate
- Network Services and Security in SUSE Linux
- IBM AIX 5L Basics – AU13
- T24 Administration
- Websense Web Security, Security Gateway, WWS & WSG Training Course
- AZ-900 Microsoft Azure Fundamentals (2020)

## **ADDITIONAL SKILLS**

- Communication Skills
- Time Management
- Cloud Service
- Microsoft Azure
- Disaster Recovery
- Business Continuity

## **REFERENCES**

References available upon request