Emad F. Al-hamarneh

PROFILE:

A motivated IT Specialist who always seeks a dynamic, growth-oriented environment focused on cultivating exceptional customer experience and a positive work atmosphere. With experience handling IT operational systems and Data Center, ERP Systems, Backup Solutions, Nutanix, and VMware technologies. Where my talented premium all-around technical skills and the ability to follow-up, developing, planning, and maintaining close working relationships with the support teams.

PROFESSIONAL EXPERIENCE:

⬆ IT Specialist – Project Engineer *(2 Years & current work)*
SGS - Bahrain Branch| April 2019 – Present (Bahrain):

- Provide 24/7 support the operations of the main systems of **Bahrain Customs X-Ray Project in two sites (King Fahd Causeway & Khalifa Bin Salman Port).**
- Systems Administration: Nutanix Cluster, VMware, Virtual OS Windows servers 2016\2019, IIS and SQL Servers, DC, Hycu, Nagios XI, KS Endpoint Security, X-ray systems, Cisco Switches, Ubiquiti, Dell and IBM\Lenovo Systems.
- Manage & supervise D-tect Web-based application, desktop applications, IIS web services, and Database (SQL Server 2017).
- Analyzing, troubleshooting, resolving systems, and networking issues of all systems.
- Manage & supervise operational systems of traffic management system, EMS, CCTV.
- Manage & supervise operational systems of X-Ray Portal & Gantry scanner machines, and troubleshooting issues for SCS, CIS, RM and IPS Nuctech systems.
- Development of programs/utilities or procedures to efficiently handle IT operational requirements.
- Assistance to end-users and development teams on use of operating systems, development tools and application software.
- Manage and performing systems backup and recovery, and DR replication using Hycu software and IBM Tape Library.
- Review of database performance, security and integrity.
- Providing detailed reports of any corrective or preventive maintenance.
- Managing, Planning & Developing the infrastructure and all systems to meet the project and company's needs.

⬆ IT Services Manager – ERP Specialist *(1 Year & 8 Months)*
GTS JO - Global Technology Systems Co. | August 2017 – March 2019 (Jordan):

- Manage daily operations of the IT department.
- Systems Administration: Microsoft Servers & Hyper-V, VMware, Citrix Systems, ERP Systems, SAP B1, SAP HANA, GTS ERP B1, SQL & DB Servers, KS Endpoint Security, Sophos, Dell and Lenovo Systems.
- Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction.
- Coordinate the needs of in-house IT experts and remote employees, vendors and contractors.
- Protect customer data from outside infiltration through encryption, secure data storage and other necessary means.
- Assist with the installation of new hardware and software and help train employees on its use.
- Designing and Coordinating for New Data Centers.
- Configuring & managing backup\restore of main systems using Veritas backup Exec.
- Providing and manage ERP systems and POS Solutions.

IT Specialist – Sr. System Administrator

Address: Manama, Bahrain
BH Mobile: +973-35910058
JO Mobile: +962-788018187
Nationality: Jordanian
Bahrain CPR: 840968779
Passport: Q321001
Total Experience: 11 Years
Material status: Married
No. of Children: Two Kids
Skype ID: live:al.hamarneh
Email: al.hamarneh@gmail.com

Key Skills:

- System Administration
- Network Configuration
- HW/SW Installation
- IT Troubleshooting
- HCI Environments
- Microsoft Environments
- Technical Support
- Firewall Security
- Cyber Security
- ERP Systems
- Customer Service
- Professional in team leadership and managing workloads and priorities

PROFESSIONAL IT Training:

- Network Administration
- Windows Networking
- Microsoft Environments Systems
- Nutanix Environments Systems
- Azure Cloud Computing
- Cyber Security Awareness

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🔳 IT System Administrator *(6 Years & 4 Months)*
SGS – Jordan Branch | April 2011 – July 2017 (Jordan):

- Support the operations of the company's main systems.
- Systems Administration: Microsoft Servers & Hyper-V, VirtualBox, PRTG System, GLPI system, HACCP System, Infor SunSystems, DC, Active Directory, Tradeworks Application & Web-based, Backup Exec and McAfee EPO, IBM\Lenovo systems.
- Implementation of new main computer systems and upgrades. Includes hardware, operating software, development tools, and transaction processing applications.
- Administer laptop and desktop computers, printers, routers, switches, firewalls, phones, company smartphones, software deployment, security updates and patches.
- Manage backup systems: IBM Tape library and Symantec Backup Exec (Veritas) software, installation, configuration and troubleshooting following the SGS IT policy and procedures.
- Development of programs/utilities or procedures to efficiently handle IT operational requirements.
- Review of database performance, security and integrity.
- Provide assistance in resolving operational problems.

🔳 IT & Accounting Officer *(1 Year)*
Trans Pacific For International Trade Co. Ltd | April 2010 – April 2011 (Jordan):

- Support all aspects of the IT systems and services.
- Responsibility for ensuring the security and integrity of computer operations and systems development in accordance with the firm's strategic plan & IT plan.
- Obtain and maintain a thorough understanding of the financial & IT reporting.
- Ensure an accurate and timely monthly, quarterly and year end close.
- Ensure the timely reporting of all monthly financial information.
- Collaborates with the other finance department managers to support overall department goals and objectives.
- Monitors and analyzes department work to develop more efficient procedures and use of resources while maintaining a high level of accuracy.
- Advises staff regarding the handling of non-routine reporting transactions.
- Provide training to new and existing staff as needed.
- Performs other duties of a similar nature or level.

🔳 Customs Services Officer *(4 Years)*
Alaa For World of Telecom & Computer Services| June 2005 – June 2009 (Jordan):

- Handling and resolving customer complaints.
- Maintaining customer records by updating their account information.
- Recommending potential products and services to suit a customer's needs.
- Process orders, forms, applications and requests
- Co-ordinate and manage customer service projects and initiatives.
- Performs other duties of a similar nature or level.

EDUCATION:
- Bachelor's degree in **MIS**. Al-Isra University – 2010, Jordan.
- **Public Administration.** University of Jordan – 2006 39-hours Completed.
- Tawjihi degree in **Commercial** Al-Nattafa Schools – 2002, Jordan.

SGS TRAINING:
- ISO 9001, 17020 & 17065
- Social Media IQ.
- Operational Integrity System.
- Goal Management.
- Safe Browsing and Physical.
- Security Course 2020.
- Phishing and Malware.
- Cybersecurity Awareness.
- BE DATASAFE.
- Outlook Trainer.
- Code Of Integrity.
- Think Integrity.
- Human Rights.
- Rules For Life.
- COVID-19 release

Other TRAINING:
- Financial Accounting
- Practical Accounting
- Accounting for Non-Accountants
- Life Project "Entrepreneurial Master Class"
- Anti-Corruption
- Time Management & Success Skills
- The way to profession
- Public Administration
- Trainee (3 Months) in Jordan Islamic Bank

LANGUAGE
- ARABIC: NATIVE
- ENGLISH: Excellent