

MOHAMED ABDELHADY

IT Manager | IT Operations | Project Management | Data Analytics

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Professional Summary:

Highly motivated IT Manager with over 11 years of comprehensive experience in IT operations and management, delivering impactful solutions that drive organizational efficiency and growth. Expertise lies in network administration, systems management, and security solutions, fostering robust IT environments through strategic planning and execution. Proven ability to lead cross-functional teams while implementing innovative technologies that enhance performance and reduce downtime. Committed to supporting digital transformation initiatives and operational excellence, leveraging a strong foundation in project management and team leadership to achieve business objectives. Ready to embrace new challenges and contribute to a forward-thinking organization.

Professional Experience:

General Manager Assistant | SC Medical Center

Bahrain, Sep 2022 – Oct 2025

Played a dual role supporting IT operations and administrative management to ensure smooth daily performance across the medical center, working closely with top management and clinical teams.

Key Responsibilities:

- Managed IT operations including network troubleshooting, system updates, user support, and infrastructure maintenance.
- Administered the medical appointment and scheduling system, ensuring accuracy and reliability.
- Oversaw medical store operations: inventory control, stock updates, and supplier coordination.
- Supported procurement activities, including quotation comparison, purchase requests, and delivery follow-up.
- Coordinated maintenance of medical devices with external service providers.
- Provided administrative support to the General Manager through reports, documentation, and follow-ups.
- Improved internal workflows and supported daily operational efficiency

IT Manager | Al-Ghunaim Hospitality

Dammam, Sep 2016 – Jul 2020

Led IT operations across multiple hospitality facilities, ensuring smooth daily performance, stable infrastructure, and strong team coordination.

Key Responsibilities:

- Managed networks, servers, Microsoft 365, security, backups, PMS software and user support across all branches.
- Supervised and developed the IT team, ensuring efficient task execution and high service quality.
- Improved system stability, response times, and overall user satisfaction.
- Implemented cost effective solutions and led major infrastructure upgrades and migrations.
- Managed budgeting, vendor negotiations, and procurement of IT assets and services.
- Supported hospitality systems (POS, PMS, attendance, restaurant systems, guest WiFi).

- Used data analysis to improve workflows and support decision making.
 - Ensured system reliability and security through audits and preventive measures.
 - Contributed to digital transformation and enhanced internal communication tools
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IT Projects Engineer | MUBKAR

Dammam, Aug 2012 – Apr 2016

Led end to end delivery of security system projects, ensuring proper planning, coordination, and onsite execution.

Key Responsibilities:

- Conducted site surveys, requirement analysis, solution design, and prepared technical proposals.
 - Managed design and installation of Surveillance, access control, and fiber optic solutions.
 - Supported post sales, system optimization, maintenance planning, user training, and technical support.
 - Handled configuration, programming, testing, and validation of security and access systems.
 - Provided advanced troubleshooting to reduce downtime and improve system performance.
 - Installed and maintained Access Control and Time Attendance systems.
 - Coordinated with teams and contractors while adhering to standards and timelines.
 - Built strong client relationships through professional communication and reliable support
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Education:

B.Sc. Computer Science | Mansoura University

Egypt, Sep 2006 – Jul 2010

Core Skills:

IT Operations & Management
Systems Administration & Troubleshooting
Team Leadership & Training
Data Analytics

IT Strategy & Planning
Project Management & Implementation
Business Continuity & Problem Solving
Cloud Computing

Certifications & Online Courses:

- Microsoft 365 Certification
 - Microsoft Azure Certification
 - ITIL V4 Foundation Certification
 - Oracle Cloud Infrastructure Architect
 - Microsoft Power BI Associate
 - Google Data Analytics Certificate
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Languages: Arabic: Native

English: Fluent