



Personal Profile:

An ambitious self-motivated IT Professional with more than ten years of experience in IT Infrastructure, Support Services & Management. With the necessary IT skills, personal attributes and managerial experience required for a successful career at the high levels. Strong IT analytical skills on user problems/management level deliver technical solutions that solve business problems. Fully adapted to the new era of Cloud Technology, to gain experience and participate in developing the technology to add value to potential business leaders.

Key Competencies / Business Expertise:

- Project Management
- Business Continuity Management
- IT Budget & Forecast
- Strong IT Analysis & Problem Solving
- Network & User Support
- Audit & Compliance
- Policies & Procedures Development
- MS Windows Platform Users/Servers
- MS Windows Active Directory
- MS Windows Exchange
- Linux Server Admin
- MS SQL Server
- VMWare Platform
- Office 365 Administration
- Azure basic skills

Personal Skills:

- Strong Communication
- Business Relationship Management
- Documentation & Preparing Guidelines
- Flexible Personality & Ability of working in team
- Self-discipline, Reliable, Responsible & Motivated

Career Summery

Lead IT Analyst (IMEA Region)

Schweitzer Engineering Laboratory - Bahrain (Jul 2015 – Jul 2020)

Managing Support Services - LAN/WAN Management - Managing & Support remote offices across the region - Telephone System Management – Develop IT Policies & Procedures – IT Quality Control - IT Project Planning – Establish IT Infrastructure of new offices.

IT Specialist

Legal & General Gulf - Bahrain (Jul 2012 – Jun 2015)

Managing Support Services - LAN/WAN Management - Managing & maintaining Domain & Exchange Servers - Telephone system Management IT Project Planning - IT Budgeting & Tracking - Monitor IT Audit & Compliance - Manage & Coordinate Relationship with Third Party Support Providers - Implement & Manage Business Continuity.

IT Support & Network Officer

Davis Langdon - Bahrain (Jun 2009 - Jun 2012)

Manage & Support IT infrastructure - Manage & Monitor IT helpdesk Provide Support to regional offices - Plan & Manage IT business development - Plan & Manage Backup/Disaster strategy - IT Planning & Budgeting. - Communicate IT status to Senior Management - Communicate & arrange IT requirements with Vendors.

IT Support Officer

HSBC Bank - Bahrain (Sep 2004 – May 2009)

Supervision of I.T. operations and support team - Manage problems and assign the priority of tasks - Install, configure, upgrade & support of AS400 OS2 Systems, Servers & Win workstations - ATM installation, troubleshooting & upgrade - Create & design AS400 SQL queries - LAN/WAN administration & troubleshooting Exchange server & Lotus Notes management - Active directory management - Backup management & administration - Respond to users enquiries & complaints - Telephone systems management & administration.

Telecom Engineer

Bahrain TV - Bahrain (May 2002 – Aug 2004)

Operating & monitoring television and satellite transmissions.

Educational Qualifications

Master Class Mar 2012 to June 2012	Diploma Certificate- Management & Leadership (Merits)
University of Bradford Sept 1998 to June 2001	Bachelor of Engineering- Electronics, Computer & Telecommunication (2-1 Class)
Bradford & Ilkley College Sept 1996 to June 1998	B/TEC National Diploma - Electronics Engineering (Merits)
Business Training Limited Oct 1995 to Mar 1996	Business Training (Distinction)
High School 1989 to 1992	Technical High School Certificate. (85%)

Professional Qualifications

MCSE (2007) – CCNA (2011) - MCITP (2012) - Prince2 Foundation (2012) – ITILv3 Foundation (2012) – CCC Big Data Foundation (2017) - Cloud Computing Foundation (2017) – CCC Cloud Business Associate (2017) - CCC Cloud Technology Associate (2017) – CCC Virtualization Essentials (2017) – CCC Professional Cloud Administrator (2017) – CCC Professional Cloud Service Manager (2017) – CCC Professional Cloud Security Manager (2017) – CCC Professional Cloud Solution Architect (2017).