ZUHAIR ZAWQARI

IT MANAGER

Contact

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Skills

English

Intermediate

Arabic

Advanced

Managing

Advanced

Computer and internet skills

Advanced

Deliver the information
easily.

Advanced

Risk mitigation planning

Knowledgeable IT Manager oversees technology deployment and maintenance. Instructs and leads IT staff members in support of hardware, software and networking infrastructure. Actively works with executives to determine and implement tech needs. Manages technology strategy, training and documentation.

Experienced customer service professional bringing 4 years of coordinating shipments, collaborating with freight carriers and managing customer needs. Meticulous, resilient and flexible in handling diverse issues. Knowledgeable about Types regulations and standards.

Work History

2016-01 - Current

IT MANAGER

ESTRDAD GROUP, KSA, Alkhobar, Ash Sharqīyah

- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Guided organizational technology strategy and roadmaps.
- Customized and repaired technology based on staff requests.
- Demonstrated familiarity with latest hardware, software and networking technology.
- Updated customers and senior leaders on progress and roadblocks.
- Communicated with executive team and CEO to maximize development efficiencies and resolve technology issues.
- Oversaw IT department operations and training.
- Led technology selection and rollout, focusing on organizational planning and supplier service-level agreements.
- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Interacted and negotiated with vendors, outsourcers and contractors to secure products and services.
- Partnered with project team members to identify and quickly address problems.
- Coordinated IT operations activities to deliver

Risk mitigation planning

Advanced

Documentation and reporting

Advanced

Quality assurance

Advanced

Budget administration

Advanced

Infrastructure development

Advanced

Security planning

Advanced

Agile framework

Advanced

Requirements analysis

Advanced

Product development

Advanced

Project lifecycle management

Advanced

Good Telephone Etiquette

Advanced

Excellent Communication

Advanced

Written Communication

Advanced

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smooth flow of daily business needs.

- Assisted in development of long-term strategies to grow department and resources.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.
- Coordinated technical training and personal development classes for staff members.
- Built, repaired and installed computer-related hardware based on deployment procedures.
- Wrote policy, procedure and manuals governing internal IT use.
- Created and terminated user's accounts from start to finish in business applications.
- Understood key product management roadmap objectives and requirements to develop product technology strategy.
- Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Launched quality assurance practices for each phase of development
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Communicated best practices among on-site and external personnel to align efforts and goals.
- Reduced workflow inconsistencies by recruiting and hiring capable staff members.

2013-02 - 2015-12

Customer Service Manager

Computer Friend, YEMEN-SANAA

- Suggested software and hardware modifications to reduce lag time and improve overall speed.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Documented support interactions for future reference.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

Self-Motivated

Advanced

Multitasking Abilities

Advanced

Planning and Coordination

Advanced

Analytical and Critical Thinking

Advanced

Software

TSPLUSE

Advanced

2X

Advanced

Microsoft

Advanced

Windows servers

Advanced

IPHONE

Advanced

WAN/LAN/VPN

Advanced

Security software

Advanced

Networking software

Advanced

Zoho products

Advanced

- Removed malware, ransomware and other threats from laptops and desktop systems.
- Recorded and maintained relevant notes for each client and work order.
- Patched software and installed new versions to eliminate security problems and protect data.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Monitored systems in operation and quickly troubleshot errors.
- Promoted efficiency among departments with prompt resolution of system issues.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Provided high-level technical support by resolving inquiries by phone, e-mail and web consistent with department and team service levels and goals.
- Submitted service tickets for equipment maintenance requests.

Education

| 2000-01 - 2003-01 | **YEMEN** |
| | *at al_hawrash high School, Yarmouk university* |

2005-01 - 2008-01	**Jordan. Information technology infrastructure Also I have a Microsoft certi cation in(installing, con guring, and administering Microsoft windows**
	Sana
	xp pro. With score 842. 2013- 2014. Get excellent, rating in the graduation project, automated, registration system Scholarship through the Internet and Scholarship management system

| 2005-11 - | **Associate Of Technology: Management** |

2008-01	**Information Systems**
	Yarmouk University - Jordan
2014-01	**Bachelor's degree**
	Sana'a University

Accomplishments

First I started as specialist customer support in networking and cloud cmpouting RDP system and softwares . Promoted to customer support manager. At ESTRDAD GROUP I made a Redevelopment for the IT department infrastructure and team from scratch to be convert old school work to totaly automated for all department ,Creating copmany policies and procedures with enhance the security information level ,so now we are authorized from ARAMACO and Government authorities as a CYBER-SCURITY APPROVED COMPANY.

Interests

Have a good career that ensure good life

Certifications

2010-11	Training with MTN telecom in data center , networking
2011-10	Training with SABAFON Yemen data center , networking
2012-09	Training with GIA General Investment Athuority
2015-10	2X solution expert
2019-09	VMWare VSPHERE 6.5
2021-11	Introduction to system analysis
2020-11	Paython networking introduction