

ABUBAKR FATHY

Email: abubakrfathy@hotmail.com

LinkedIn Link: www.linkedin.com/in/abubakr-fathy

Contact No: Egypt: (+2) 01061856222.



SENIOR IT MANAGER

Snapshot: Dedicated and resourceful senior IT professional with experience across five industries Manufacturing, Shipping, Hospitality, Retail and Real Estate. Seeking a senior IT assignment in attractive international environment.

- Demonstrated success in evaluating, developing, managing IT teams and develop companies' systems. Adept at accomplish critical projects professionally during live operation with accurate risk mitigation / gap analysis / timetables / managing resources and coordinating with all stockholders on all aspects.
- Achieving business results through implementing ERP MS Ax, MS Retail Management System (RMS) supply chain, Micros Point of Sale (POS). In addition, develop inhouse software with (Angular 8, ASP.net MVC5 and SQL DB).
- Proficient in preservation of assets by implementing disaster recovery, contingency plans, back-up procedures, PCI information security and control structures. Based on, high availability Infrastructure systems and SOPs.
- Accomplish financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, initiating corrective action.

PROFESSIONAL EXPERIENCE (20 YEARS)

Gulf Agency Company (GAC), Egypt, May 2017 till now (3 Year)

Employer Profile: <https://www.linkedin.com/company/gac-group/about/>

Role: Senior IT Manager.

Job Profile:

- Develop and implement in house software (ASP.net, Angular 8, Ionic 5), upgrading Group applications from Sybase to SQL DB and Dot Net technology (GAC AG PWF, Freight and Accounting).
- Redesign and upgrade IT infrastructure full disaster recovery plan servers and SAN storages for HQ Cairo and Alex (DR) site with another 8 branches (HP Servers with 3 Par SAN Storages - ESX6 VMware and Veeam replication and local Backup exec procedures in branches).
- Upgrading communication for tow HQs and 8 branches (Fiber, Microwave and MPLS links, VPNs) with Cisco switches, Firepower 2110 firewalls and Meraki clouding security plus Sophos endpoint security.
- Restructuring IT department (Hiring and training with implementing GAC international SOPs).

Saudi Binladin Group (SBG-PBAD) AL-Marasem, Egypt, Jan 2015 April 2017 (2.5 Years)

Employer Profile: <https://www.linkedin.com/company/sbg---abcd/about/>

Role: IT Manager, Egypt.

Job Profile:

- Project Manager for Oracle E-Business suite R12 module (HRMS).
- Plan, design, write and implement all IT strategies and System Operational Procedures (SOP) as the following: Job descriptions, SBG IT Policy, Contracts and License, SBG Data Mapping and Security, IT Routines Procedure, HW life Cycle, User life Cycle, Backup procedure, Disaster Recovery and contingency plans, New Employee IT Guide.
- Providing a third line support for following systems:
 - VMware based on ESX 6 and Microsoft environment, VB script login script with GPO, FTP, IIS, WSUS, SCOM.
 - Backup Exec 2010 Backup system based on HP Autoloader backup library.
 - Implementing high available scenario based on DAG and Array for Exchange 2010.
 - Avaya G450 PBX, Polycom for video conference, Cisco Networking based on 4500 Core Switch and 2992 POE Edges SW with multiple VLans and subnets, Juniper (IPSec VPN), FortiGate Proxy, Steelhead WAN optimizer.
 - Building Integration Modeling (BIP) using Citrix and Revit server-client model.

International Group of Investment (IGI), Cairo, Mar 2010 - Dec 2014 (5 Years)

Employer Profile: <https://www.linkedin.com/company/igi-real-estate/about/>

Role1: Group IT Director, Sep 2012 - Dec 2014 (2.5 Years)

Job Profile:

- Gap analysis for Real Estate cycles and CRM, SOP for each department.
- Implementing Microsoft Dynamics ERP and retail management system (RMS) applications. Involved in planning, designing and Implementing relevant hardware/ software for HQ data center and disaster recovery sites with negotiating license and outsource contracts with suppliers.

Project:

Project Name: Capacity Management project, merge sister company to the holding group on all IT aspects. Implementing MS Dynamics ERP and MS RMS “Supply Chain”, 2013.

Role:

- Involved in implementation of Microsoft Dynamics ERP across sister companies.
- Designed/ implemented network diagrams in separate steps to ensure zero down time during migration.
- Coordinated activities related to cross forest migration of servers and applications for domain users, AD script, data filing and email system 2007 to 2010.

Role2: Group IT Infrastructure Manager, Mar 2010 – Aug 2012 (2.5 Years)

Job Profile:

- Coordinated activities of the IT Infrastructure section including planning and implementation of projects.
- Maintained/ enhanced performance of the HQ Data Center, network for 12 sites and backup operations.

Project:

Project Name: Implementation of high availability email system, 2011.

Role:

- Involved in planning/ implementation of active directory upgrade from 2003 to 2008.
- Developed high available mail system scenario for MS Exchange 2010 placed in two different Data Centers with two ISPs connections.
- Set up 2008 AD and applied new GPO with cross forest migration for 650 Users, MS Exchange 2007/ 2010 with Apple integration and Blackberry Enterprise Server (BES).

Radisson BLU, Red Sea, IT Manager, Feb 2009 - Mar 2010 (1.2 Years)

Employer Profile: <https://www.linkedin.com/company/radissonblu/about/>

Job Profile:

- Involved in setting up and implementing Hospitality systems (Opera with central reservation, Material Control Stores operation, Micros for Point of Sale, iScala and Sun finance systems).
- Ensured compliance to PCI standards pertaining to IT services.
- Set-up and monitored Networks LAN/ Wireless/ WiMAX covering the guest rooms, Firewall and VoIP.
- Involved in setting up/ implementation of AD and scripts with Citrix environment.

Projects:

Project Name 1: Complex wireless network, PCI complacency and enhancing mail system service, 2010

Role:

- Restructured IT procedures and ensured compliance to budgets for Active Directory/ email system.
- Involved in planning, designing and setting up of complex internet wireless network with significant cost reduction.
- Ensured compliance to Payment Credit Card Industry (PCI) Data Security standard.
- Set up multinational central reservation interface system.

Project Name 2: New opening (Radisson Blu Egypt Heliopolis) and implemented Cisco VoIP, 2010.

Role:

- Rendered qualitative project delivery in compliance to delivery schedules and other SLA parameters.

Rihana 'Orascom for hotels' Hurghada, IT Manager, Dec 2007 – Jan 2009 (1.2years)

Employer Profile: <https://www.linkedin.com/in/three-corners-hotels-resorts-1a271b23/>

Job Profile:

- Developed and deployed Hospitality Systems including Opera, MC Stores, Micros POS and Sun F.C.
- Maintained Hotel Network LAN/ WAN/ Wireless/ Firewall/ ADSL and DSLAM.

Projects:

Project Name 1: Upgraded hotel systems and implemented rooms ADSL, 2007.

Role:

- Prepared budgets, migrated system from Fidelio 6 (20) to Opera V3, Material Control, version and Sun 4.
- Developed AD, scripts/ exchange mail server including planning and implementation of new restricted policies.
- Set up DSLAM and ADSL clients across rooms for internet service.

Project Name 2: Coverage of Hurghada City with WiMAX network (Cite company), 2009.

Role:

- Involved in setting up of control room with Internet lines, PSD Unix firewall, HTML Authentication interface and mini tower to provide air interface.
- Conducted field survey to assess suitable sites for APs and bridges to enhance coverage.

Eurotel Palm Beach, Hurghada, IT Manager, Jun 2004 – Dec 2007 (3.5 Years)

Job Profile:

- Setup / implement and maintain all hospitality systems (Fidelio FO, BO, FB Stores) in Novel inv.
- Designed and implemented new Novell environment, developed Active Directory, Exchange 2003.

PAST ASSIGNMENT

- **IT Manager** | Consultancy Information Technology Enterprise (Cite) | Dec 2000 – May 2004 **(3.5 Years)**
Support six Hotels across various IT services (Conrad, Melia-Pharaohs, Safir, Robinson Club, Rihana, Three Corners).

CREDENTIALS

Educational

- **Bachelor of Computer Science** (Year 2000).
- **Master in Software Engineering** (Studying at Nile University 2020).

Professional Development:

- CCNA.
- MCSA 2003 Messaging.
- CIW Web Developer Pro. (ASP.net, Angular/Ionic)
- Certified Ethical Hacking (CEH v8).
- ITIL V.3. (Self-Study)
- Apple Macintosh Support Essential v.10.6 Snow10.

TECHNICAL SKILLS

• General IT Systems	MS Dynamics AX ERP, Angular, ASP.net C#, HTML, Hyper-V and MS products, MAC, Novel, VMware, Citrix, Scalix email with RH5, Back Track, Blackberry Server (BES). Backup Exec, HP Data Protector, HP Blade Servers / SAN Storage.
• Communication and Security	PCI compliancy, Networking (Cisco F.P 2110, Meraki, Fortigate-200, Juniper, ISA&TMG), PBX Avaya G450 and Cisco "CME", "Net Flow" network monitoring.
• Hotel Systems and Applications	Front Office: Opera V5 and multinational central reservation setup, Martial Control and Comsys, MS Axapta, Sun, IScala, POS Micros v9700 and (RMS) Interactive TV, Internet authentication system.

Place/Date of Birth: Kuwait/09th Nov 1977 - **Nationality:** Egyptian - **Passport No.:** A11811861 valid till 2021

References: up-on request - **CV Update:** 20th Oct 2020