



AMIR DIAB

IT SPECIALIST | PROJECT & SYSTEMS MANAGEMENT
VENDOR RELATIONS | IT SECURITY

CONTACT

-  +971 542694145
-  me@amirdiab.io
-  www.amirdiab.io
-  <https://www.linkedin.com/in/amir-diab>
-  Emirates tower, Al Shikh Zayed Rd, Dubai

SKILLS

IT Strategy and Planning

Project Management

Network Administration

System Administration

MT5 Administration

Cloud Services Administration

Communication and Collaboration

VMWare

Azure

AWS

Windows Server

EDUCATION

Bachelor of M.I.S

Thebes Academy - Cairo.Eg

Sep 2018 - Jun 2022

LANGUAGES

Arabic

English

SUMMARY

Experienced Senior IT Specialist with 5 years in Project Management and Vendor Relations. optimizing system uptime, deploying IT infrastructure, and managing client relationships. Key achievements include reducing system outages by 35%, boosting client satisfaction by 30%, and enhancing security with a 40% decrease in breaches. Seeking a Project Manager role to leverage IT process expertise for enhancing operational efficiency and security.

WORK EXPERIENCE

Senior IT Specialist

Emtilak Inc. - Dubai

Nov 2022 - May 2024

Joined Emtilak Inc. as Senior IT Specialist; led IT department, revamped corporate communication systems, and improved customer relationship management processes, boosting client satisfaction scores by 30% within the first year. Strengthened security protocols by implementing multi-layered defense systems, resulting in a 40% decrease in security breaches and safeguarding critical data assets worth millions.

- Managed the deployment of advanced monitoring tools, leading to a 35% reduction in system outages and ensuring seamless functionality across all IT processes, boosting overall productivity by 20%
- Orchestrated a comprehensive corporate communications strategy, enhancing transparency and alignment with organizational goals; boosted employee engagement by 25% and improved internal communications efficiency by 40%
- Fostered client loyalty by implementing a customer feedback loop, resulting in a 25% boost and a 30% improvement in client satisfaction scores
- Orchestrated the complete implementation of the MT5 platform, from initial setup to live operation, achieving a cross-continental server linkage that improved system reliability by 30%
- Engineered a high reliable IT infrastructure, increasing system uptime to 99.99%, enhancing scalability by implementing auto-scaling groups, and fortifying security through bi-weekly vulnerability assessments, reducing breaches by 40%
- Executed strategic project roadmaps, ensuring seamless transitions from concept to completion, which resulted in a 15% increase in team productivity and a 35% improvement in project success rates.
- Established and maintained strategic vendor relationships, enhancing procurement processes and achieving a 20% increase in contract value within the first quarter
- Developed and maintained a centralized documentation system, ensuring 100% regulatory compliance and improving data accuracy by 35%, while decreasing retrieval time by 25%
- Increased server uptime by 20% by installing advanced monitoring tools and establishing routine maintenance protocols, reducing server-related disruptions and improving overall system dependability
- Enhanced system security by 35% by deploying advanced threat detection tools and regular vulnerability assessments
- Reduced average project completion time by 25% by implementing agile methodologies and continuous integration practices

AMIR DIAB

IT SPECIALIST | PROJECT & SYSTEMS MANAGEMENT
VENDOR RELATIONS | IT SECURITY

+971 542694145

me@amirdiab.io

www.amirdiab.io

<https://www.linkedin.com/in/amir-diab>

Emirates tower, Al Shikh Zayed Rd, Dubai

INDUSTRY EXPERTISE

Wordpress	<div></div>
Active Directory	<div></div>
VPS Management	<div></div>
CRM Administration	<div></div>
ERP Administration	<div></div>
Network Monitoring	<div></div>
Biometric & CCTV	<div></div>
Network Monitoring	<div></div>

WORK EXPERIENCE

Junior System Administrator

Metlife Alico - Egypt

Feb 2020- Oct 2022

I recently joined Metlife as a Junior System Administrator, bringing over 2 years of experience in Information Technology. specialize in Systems and Projects management, having implemented technologies that have enhanced operational efficiency and strengthened security measures.

- Promoted to System Administrator within 12 months by enhancing system efficiency and reducing downtime.
- Directed IT operations, ensuring 99.9% uptime and optimal performance across 150+ systems, reducing downtime costs by \$250k annually.
- Reduced system downtime by 15% by implementing a proactive maintenance and monitoring strategy for computer systems and networks.
- Diagnosed and resolved hardware and software issues for end-users, achieving a 95% first-call resolution rate and reducing average ticket resolution time by 30%
- Achieved a 20% reduction in system vulnerabilities by conducting routine audits of systems and networks, enhancing overall security.
- Reduced IT operational costs by 20% by optimizing server configurations.
- Managed 150+ user accounts and corresponding access privileges within a complex network.

IT Help Desk Technician

IDH - Egypt

Feb 2019 - Jan 2020

Joined IDH as a Help Desk Technician; resolved 150+ technical issues monthly, reducing average downtime by 40% and enhancing IT infrastructure performance.

- Optimized IT support processes at IDH, achieving a 15% increase in customer satisfaction by deploying effective troubleshooting protocols and comprehensive training programs for the support team, ensuring quicker issue resolution
- Revamped IT support protocols and introduced monitoring tools, achieving a 99.5% infrastructure uptime for IDH and enhancing overall system reliability by 25%
- Enhanced customer experience by implementing a knowledge base and articles, reducing support call volume by 40% and improving resolution time by 50%
- Implemented advanced monitoring solutions, identifying and resolving potential IT issues 50% faster, ensuring seamless operation and reducing user complaints by 30%