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MOHAMMAD OMAR SAYED ⭐ Featured

IT Manager seeking roles in Project Management,Information Security,Risk Assessment,Server Administration,System Security,Network Administration,Technical Infrastructure,Technical Support,Vulnerability Management,IT Operations,IT Asset Management

Current Designation: IT MANAGER

Current Company: Glenbeigh Records Management

Current Location: Dubai

Pref. Location: United Arab Emirates (UAE),United Kingdom (UK),United States (US)

Functional Area: IT Software - Application Programming / Maintenance

Role: IT/Networking-Mgr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 13 Year(s) 0 Month(s)

Highest Degree: B.Tech/B.E. [Information Technology]

Key Skills: IT Manager,Networking Manager,Project Management,Information Security,Risk Assessment,Server Administration,System Security,Network Administration,Technical Infrastructure,Technical Support,Vulnerability Management,IT Operations,IT Asset Management

Verified : 📞 Phone Number

Last Active: 19-Jan-21   Last Modified: 19-Jan-21

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Summary

IT Manager with 10+ years' experience in defining/delivering IT strategies across UAE to meet customer, business & company requirements. Track record within records management, furniture, FMCG and technology industries in Windows Servers Virtualization, Microsoft ERP Systems, Business Continuity Plans, DR Site, as well as ISO27001 Compliance and Achievements.
Rich understanding of infrastructure along with technologies including multiple platforms, systems, networks, software, hardware, servers, databases, storage, backup and business continuity, etc. Strong ability of managing multiple large scale technology projects, network and system infrastructures, as well as building/leading top performing teams to fuel competitive advantage.

Work Experience

🔘 **Glenbeigh Records Management** as IT MANAGER
Mar 2016 to Till Date

KEY ACHIEVEMENTS:
One of the key employees that contributed to the achievement of ISO 27001- 2013 standards in 2016, acquired the certificate, and ensured compliance with the standards.
Created Disaster Recovery (DR) site and live replication for critical servers; achieved the RTO and RPO requested by the management; tested it annually and recorded/documented all procedures.
Received appreciation letters from the management 3 times.
Updated company policies and information security procedures, focusing on coordinating information security with suppliers to achieve ISO 27001 standard and high level customer requirements and bank sectors.
Conceptualized, designed and created security devices and software to assure the safety of client's information and products.
Created in-house IT asset management system and defined the requirements in close liaison with the development team.
Deployed Password Management System with multifactor authentication.
Passed many audits by information security team of multiple high-level government clients and banks who reviews the organization control and policies in place.
Tested and implemented CIS "Center of internet security" CIS benchmark on all company servers.
Updated IT Infrastructure and segmented the network, deployed Microsoft Intune Mobile Device Management and Mobile Application Management for Office 365.
Job Responsibilities:
Developing the IT vision, strategy, roadmap and leading the effective execution of the initiatives in alliance with the relevant stakeholders.
Managing, developing, training, motivating and retaining a highly skilled team of IT professionals.
Leading, directing and supporting IT strategies, right technologies and creative IT solutions to business problems/requirements.
Designing, establishing and enforcing IT systems, processes, policies and procedures as part of company's' ISO

27001 certification.

Maintaining oversight of all IT projects (from A to Z), ensuring that commitments are properly planned, staffed, monitored and reported.

Managing outsourced vendors for all IT related projects and coordinating closely to address/implement all requirements based on the project plan and target date.

Aligning IT projects and strategies with the business objectives and creating the overall IT directions, planning, KPI, budgeting, operations and controls as per the company's mission, vision and objectives.

Communicating effectively (both verbal and writing) with business executives, IT executives, IT personnel and user communities.

Conducting security updates by performing and coordinating regular inspections of systems and network processes.

Planning, controlling and evaluating all IT and electronic data operations; customizing the access to information according to the company rules and necessity.

Assuring the security of backup systems, data and network access by creating live replication plan for all critical services using Veeam backup and replication.

Implementing workable and strategic solutions after identifying problematic areas; reporting to the Business office manager with meaningful commentary.

Working in close liaison with the Sales and Operation department to respond promptly to all customer requirements.

● Fairpoint Furniture LLC as IT ADMINISTRATOR
Feb 2014 to Feb 2016

KEY ACHIEVEMENTS:

Managed and actively involved in many store openings including the set up and configuration of all system and technical requirements.

Implemented ERP System "Microsoft dynamics AX 2012 FP & R3" and Al Futtaim technologies - a partner of Microsoft in Middle east and one of the leading Systems Integrator in Middle East and Lower Gulf.

Opened new Branch at Sheikh Zayed Road for fixing all Computer equipment, POs machines, CCTV, and install Back Store Server, Cabinet, UPS, Telephones and Fingerprint.

Installed active directory, and created user domain policies, folder redirection and backup copy to keep the data safe and clean.

Installed and Fixed Pabx Alcatel Lucent Telephone System in coordination with the vendor.

Used Microsoft dynamics AX 2012R2 to instruct and provide all required setup to complete 2 warehouses inventory as well as 2 retail showrooms.

Job Responsibilities:

Provided IT services whilst maintaining the complete IT system, troubleshooting, documenting, upgrading and repairing computer hardware, software and peripherals.

Analysed customer needs, defined solutions and recommended on IT equipment, software, services and training based on approved standards.

Analysed, defined, evaluated and implemented tools to improve the quality and effectiveness monitoring/ administration tasks and enhance security levels.

Responded to Customer Service/Helpdesk incident requests in a manner consistent with IT Service Level Guidelines.

Provided analysis, problem definition and business solutions for the individual and their specific problems and requests.

Diagnosed and troubleshoot system problems and coordinated with other IT Specialists or external resources for resolution.

Received, set up, tested and installed new computer systems, hardware and software.

Defined and documented standard procedures for installation, maintenance and support of hardware and software.

Assigned Security Roles on each department, in AX 2012 Software to control user's access to data through a set of access levels and permissions.

Managed Microsoft Dynamic AX to help organize, automate, and optimize processes; provided technical support to end users.

Arranged IT department strategies and future plans to ensure that the existing technology sustains and extends the company's strategies and helps achieve its strategic goals and objectives.

● Aldouri Group as IT SUPERVISOR
Sep 2009 to Jan 2014

KEY ACHIEVEMENTS:

Provided technical and troubleshooting assistance to over 12 branches, 2 warehouses and 2 factories (i.e., operating systems, hardware and software).

Set up and configured all system and technical requirements for opening a new store (P.O.S software installation and configuration, photo copier, network/internet system, telephone system/lines).

Implemented ERP system Project "Microsoft Dynamics RMS & Headquarter" with a Microsoft partner "Al Futtaim Technology".

Contributed with the inventory of 10 retails branches and shared the accurate and detailed report with IT Manager.

Attended and opened 4 new company branches arranged all IT installation store back server, POS machines, scales, CCTV & security, fingerprint.

Created ADD Server and Backup Copy of the whole company data clouding.

Provided Wintrade Software support and fixed all users issues.

Installed VoIP Grandstream telephones on all company branches with Spectrum IT solution Company.

Assigned security role on each department, for Microsoft dynamics RMS HQ.

Job Responsibilities:

Reported directly to the IT Manager with responsibility for leading and monitoring the daily jobs/duties of a highly skilled team of 4 Assistants (2 helpdesk support & 2 IT technicians).

Labelled all IT equipment as per the device type criteria and specific format; deployed all items into Microsoft dynamic RMS store.

Implemented all strategies for all IT operations, ensured compliance to all deadlines and provided upgrade to all systems as per requirement.

Analyzed all IT infrastructures and prepared reports to be submitted to senior management; performed research on all technological solutions and provide support to all procurement procedures.

Designed and executed IT policies and procedures to design all IT infrastructures and maintain compliance to all standards and policies and administer efficient working of all IT equipment and hardware.

Collaborated with department personnel and designed innovative solutions for all IT issues and maintained all hardware and software for processes according to security requirements.

Developed and oversaw the installation of systems, which include software and hardware.

Education

UG: **B.Tech/B.E. (Information Technology)** from **Syrian Virtual University** in **2013**

IT Skills

Skill Name	Version	Last Used	Experience
Win XP, Vista, Seven, Eight, Ten			
Server 2003,2008,2012,2016			
Mac OS			
MS Office: 2003,2007,2013,2016			
MS Dynamics: RMS & HQ, AX 2012Fp, 2012 R			
Microsoft Sql Server 2008,2012,2014,2016			
Kofax Express 3.2, RSSQL 5.05.001			

Languages Known

Language	Proficiency	Read	Write	Speak
ENGLISH				
ARABIC				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time