IT Manager IT Manager IT Director - Delsure Health Insurance Inc Columbia, MD Authorized to work in the US for any employer Work Experience IT Manager Delsure Health Insurance Inc - Newark, DE October 2017 to March 2018   In charge of Business and system analysis development of insurance software   Manage IT infrastructure and daily system operations such as VoIP phones, Dell PCs, servers, wireless LAN   Manage the outsourced IT operations and services   Manage overall IT function including oversight of technology solutions, hardware and software procurement and utilization, and data security   Develop collaborative relationships with customers, suppliers, and our managers in Marketing   Provide technical direction for implementing new technologies   Support the implementation of IT infrastructure & business applications IT Manager Saman Bank May 2013 to July 2017   In charge of continuous IT Infrastructure and operations focused on daily system administration and maintenance, service requests, and incidents   In charge of IT change management based on ITIL structure   Develop, implement and maintain policies and procedures for installing, troubleshooting, repairing and maintaining telecommunications equipment.   Working with enterprise server and blade hardware; experience with HP Blade System hardware and HP ProLiant DL/BL servers   Implement and maintaining the large network infrastructure of the bank (LAN, WAN, Data center network)   Collaborate with outside IT vendors to provide solutions for retail operations (website, POS, Apps)   Develop and implement business-to-business(B2B) services with stakeholder companies   In charge 24/7/365 electronic banking services with 150 branches and more than 3,000,000 customers.   Maintain Active Directory, including security, design and compliance within business guidelines   Managing the critical infrastructure to achieve highest uptime for electronic banking services   Performance monitoring and training of IT/Help Desk team to improve the SLA   Oversee technical and IT issues within the data center including all aspects of data center operations   Leading data center, systems administration (Windows/Linux) team, Storage Administration, and server patch management   Execute and support data backup, recovery plans and virtualization for internal systems   Overseeing 12 departments of the IT and receiving 12 daily reports IT Manager Prepaid Card Solutions (PCS) and Tourism Card Company January 2011 to May 2013   In charge of day-to-day operations, planning, implementation and

maintenance of the Information Technology infrastructure (Data center, website, servers, storages, LAN, WAN).   Communicate IT technology into business with customers   Supporting the LAN and international WAN design   Oversee provision of end-user services, including help desk and technical support services   In charge of IT business model design and budget control   Asset management of IT hardware, software and equipment   Provided fast and easy transfer and load services for the VISA cards manager Data center/NOC January 2004 to January 2011   Deliver stable and responsive application, server, data storage, and backup services and software for the various data center environments   Administration of all storage infrastructures, including fiber channel and SCSI attached storage arrays, tape backup libraries, routers and switches Development and modification of various telecommunication systems   Head of NOC for monitoring the 24/7 services of 15 banks   Head of system (server, storage, Windows, LINUX, UNIX) administration team   Oracle administration and core banking application support Database and network administrator Eghtesad Novin Bank January 2001 to January 2004   Support data center operations such as rack/cable management, electrical and environmental monitoring   Oracle database administrator of core banking   Participates on all hardware and software evaluations and maintains vendor contracts.   System (Windows, LINUX, UNIX) and network infrastructure (LAN, WAN) administrator   Server, storage, router and switches installation and maintenance   Provide computer, printer and local network support REWARDS   Certificate of quality in electronic banking at the 4th communication and information technology of Iran national quality award ceremony in 2015.   Dr. Nourbakhsh Festival award for "Automatic Clearing House (ACH)" software product for Saman Bank.   Dr. Nourbakhsh Festival award for the best mobile banking application among all the Iranian banks for Saman bank mobile app.   Best website award (2015, 2016) for Saman bank among all the Iranian banks. LARGE-SCALE IT PROJECTS   Saman Bank www.sb24.com ? Migrating the core banking servers to HP 9000 Superdome servers ? Migrating the data center (server, storage, network, backup structure) of the bank. ? Migrating big databases with 13TB of core banking data to the new data center ? Implementing the backup (mirror) data center ? Implementing the disaster data center   KFC/SFC Super Star chain restaurant ? Migrating the

oracle 9i to oracle 10g of the core system on HP9000 servers Education Bachelor in Software Engineering IAU - Tehran January 2003 to January 2007 Skills LINUX (10+ years), ORACLE (10+ years), UNIX (10+ years), LAN (9 years), MAINTENANCE (9 years), IT Management (8 years), Data center (10+ years), System Administration (10+ years), System Admin, Active Directory, System Administrator, Vmware, Red Hat Links https://www.linkedin.com/in/mehrdad-salmannouri-1a1a4160 Additional Information TECHNICAL SKILL Platforms: UNIX (HP-UX), Linux (Red Hat), Microsoft Windows 7, 10, 2008, 2012 server, Microsoft Office 2010/365, SQL, Oracle, Active directory, Exchange, Share Point, VMware ESXi, ITIL Hardware and Infrastructure: Data center/NOC management (Active/Passive), Blade server, HP, Dell, EMC storages, F5 (LTM), TCP/IP, LAN, WAN, Cisco switching, Routing, VLANs, VPNs, CAT cabling and fiber cabling, PC (MAC/Windows), firewall (policies) OPERATIONAL SKILL   Manage IT infrastructure including Active Directory (AD) infrastructure, Domain Name Service (DNS), network accounts, storage management, monitor backup reports, software library and licenses, end-user training, and network maintenance Troubleshoot network issues including TCP/IP, DHCP and DNS   In-depth knowledge of operating systems, including Windows, Linux and UNIX   Maintain hardware including client stations, servers, storage arrays, printers and scanners   Monitor daily server backups to ensure the SLA is met In-depth knowledge of Networking including common services such as enterprise voice   Develop, monitor and manage departmental budget   Ability to learn, understand, and apply new technologies   Expert troubleshooting and problem resolution skills   Deep hands-on technical expertise in Systems, Networking, or Telephony Systems ADDITIONAL QUALITIES   Fast learner and good decision maker   Ability to work on multiple projects simultaneously   Working independently to meet objectives   Good facilitator between IT teams   Ability to handle multiple competing priorities in a fast-paced environment   Hard worker, responsible and reliable Self-starter and team work supportive   IT Leadership/ Vendor management   Interpersonal communication skills and a strong commitment to customer service   Ability to travel a lot   Ability to work in a flexible, dynamic and fast-paced environment

Name: Tiffany Jones

Email: mcmahonjean@example.com

Phone: 001-629-885-5670