MENA MEGALY

IT Operations Manager

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SUMMARY

A highly accomplished and results-oriented IT Operations Manager with a demonstrated history of driving IT excellence through strategic leadership, innovation, and operational expertise. Skilled in designing, implementing, and managing complex IT infrastructures, ensuring seamless operations and data integrity. Proficient in cloud computing, automation, and virtualisation technologies, maximising IT resource optimisation and cost-effectiveness. Proven ability to cultivate a collaborative and results-driven work environment, utilising strong leadership, communication, and problem-solving skills to effectively engage stakeholders.

EDUCATION

Bachelor's Degree in Computer Science and Programming

Ain Shams Academy, 2003-2007

PROFESSIONAL EXPERIENCE

MFM Investment LTD - Milan, Italy

IT Operations Manager   Apr 2020 – Present

- Oversee and manage the entire IT infrastructure, ensuring its security, efficiency, and adherence to industry standards.
- Lead and develop a team of IT professionals, fostering their growth and delivering seamless IT services.
- Manage IT projects effectively, adhering to budget constraints and organisational goals, minimising downtime and ensuring business continuity.
- Reduced IT downtime by 50% by implementing proactive maintenance and monitoring strategies.
- Managed an IT project that resulted in a 60% reduction in users IT support time.
- Developed and implemented a new IT policy that has improved IT security posture and reduced the risk of data breaches.
- Led a team of IT professionals to successfully migrate the company's entire IT infrastructure to a new cloud-based platform.

EDM Technologies SRL - Milan, Italy

IT Operations Lead   Jul 2018 - Feb 2020

- Lead and manage a team of IT professionals to optimise the company's IT infrastructure, complying with industry standards and organisational goals.
- Implement cost-effective IT solutions and manage projects efficiently to ensure financial accountability and organisational success.
- Foster a growth-oriented environment by providing technical guidance, mentoring, and support to team members while upholding regulatory compliance.
- Reduced IT downtime by 30% by implementing proactive maintenance and monitoring strategies, ensuring business continuity and minimising disruptions to operations.
- Successfully implemented a cloud-based IT infrastructure, enabling the company to achieve greater agility, scalability, and cost savings.
- Developed and implemented a comprehensive IT security policy that has significantly reduced the risk of data breaches and cyberattacks.

MPS SRL - Milan, Italy

Senior Network Administrator   Apl 2017 - Jun 2018

- Design, implement, and maintain the organisation's network infrastructure.
- Install, configure, and maintain network hardware and software.
- Troubleshoot network problems and resolve issues in a timely and efficient manner.
- Monitor network performance and develop and implement network security policies and procedures to protect the organisation's data and assets.
- Stay up-to-date on current network technologies and trends.
- Train and mentor junior network administrators.
- Collaborate with other IT teams to ensure the smooth operation of the organisation's IT infrastructure.
- Implemented a new network security policy that resulted in a 50% reduction in the number of security breaches.
- Optimised network performance by upgrading hardware and software, leading to a 10% increase in network bandwidth and a 20% reduction in network latency.

Electro vision - Dubai, UAE

IT/Network Administrator   Jan 2016 - Mar 2017

- Install, maintain, and upgrade network hardware and software.
- Manage and maintain user accounts and permissions to ensure access control and data security.
- Manage and back up network data, implementing disaster recovery strategies to minimise downtime.
- Keep network security up to date by installing security patches, monitoring network activity, and enforcing security protocols.
- Configure and manage wireless networks and virtual private networks for secure remote access.
- Configure and maintain network monitoring and management tools to identify and troubleshoot network issues proactively.
- Collaborate with other IT teams, such as the server team, to ensure seamless integration and optimal network performance.
- Stay abreast of the latest network technologies and industry developments to maintain network efficiency and security.

DUDU Real Estate - Dubai, UAE

IT Administrator (Technical Support)   Jan 2014 - Dec 2015

- Maintain networks and servers to ensure optimal performance and stability.
- Upgrade, install, and configure new hardware to meet the company's IT needs.
- Implement security protocols and procedures to safeguard IT systems.
- Create and manage user accounts, granting access permissions based on job roles and responsibilities.
- Perform diagnostic tests, debugging procedures, and error resolution to maintain network health.
- Document IT processes, backup data regularly, and archive critical information for future retrieval.
- Supervise and mentor IT department employees, providing technical support and guidance.
- Stay up-to-date with the latest advancements and best practices in IT administration to maintain a high standard of service.

Atlanta Tourism & Travel - Dubai, UAE

IT Administrator   Feb 2012 - Dec 2013

- Maintain the IT infrastructure, servers, networks, and storage systems.
- Install, configure, and maintain software and hardware for workstations, laptops.
- Manage and maintain user accounts and permissions to control access to IT resources and safeguard sensitive data.
- Configure and manage wireless networks to provide seamless connectivity for employees while ensuring data security and compliance with security protocols.
- Provide support and guidance in the procurement of software, hardware, and other IT supplies, ensuring cost-effectiveness and alignment with business needs.
- Setting up new user workstations, ensuring seamless onboarding and providing necessary equipment delivery to remote locations if required.
- Assess user needs, analyse usage patterns, and monitor user access and security to optimise IT resources and minimise potential security risks.
- Assist with the inventory management of software, hardware, and IT supplies, ensuring accuracy, organisation, and efficient allocation of resources.

Massoud Steel - Cairo, Egypt

IT Help Desk   Nov 2007 - Nov 2011

- Answer phone calls, emails, and chat inquiries from employees about IT-related issues.
- Prioritise and troubleshoot technical problems to identify and resolve the root cause.
- Create and maintain documentation of support tickets and resolutions.
- Install and configure software, hardware, and operating systems.
- Update software and patches to ensure systems are up-to-date and secure.
- Monitor network performance and identify and resolve network issues.
- Provide training for employees on IT-related topics.

SKILLS

Technical Skills:

- **Operating systems:** Windows, Linux, macOS
- **Networking:** TCP/IP, routing, switching, VLANs, firewalls
- **Storage:** NAS, SAN, cloud storage

- **Virtualization:** VMware, Hyper-V
- **Databases:** SQL, NoSQL
- **Programming languages:** Python, Bash, PowerShell
- **Cloud computing:** AWS, Azure
- **Security:** firewalls, intrusion detection and prevention systems (IDS/IPS)
- **Automation:** scripting languages (Python, Bash)

Soft Skills:
- **Problem-solving:** Ability to identify, analyze, and resolve complex IT issues.
- **Communication:** Ability to communicate technical concepts clearly.
- **Leadership:** Ability to lead and motivate IT teams to achieve goals.
- **Teamwork:** Ability to work effectively with others to achieve shared goals.
- **Adaptability:** Ability to adapt to new technologies and challenges.
- **Troubleshooting:** Ability to identify and resolve the root cause of technical problems.
- **Decision-making:** Ability to make sound decisions in a timely manner.
- **Customer service:** Ability to provide excellent customer service to both internal and external stakeholders.

CERTIFICATIONS
- MCSE
- CCNA

TRAINING
- Introduction to CISSP Security Assessment & Testing and Security Operations
- Introduction to Cyber Security
- Introduction to Artificial Intelligence

REFERENCES:
Available upon request.