MOHAMMED ABDUL JALEEL
IT INFRASTRUCTURE MANAGER

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❖ **20 Years of Experience** in Established enterprise-wide IT Infrastructure, IT Operations , IT Service Delivery, IT Customer Success Management, Program Management.
❖ Leadership, Management, Virtualization, VM Ware, Backup Solution, IT Network,
❖ ERP (SAP SD, CRM & Microsoft Dynamics 365 / AX / CRM),Software Development,
❖ Disaster Recovery, Cyber Security, APP & Website Development, Digital Marketing

PROFESSIONAL EXPERIENCE

INFORMATION TECHNOLOGY INFRASTRUCTURE MANAGER -
Arab Builders for Telecommunication and Security Services., **Riyadh, Saudi Arabia.**
8th September, 2013 - Present

Day to Day Operations

❖ Handling of **50 Direct & 100 Indirect** FTE Resources.
❖ Recruitment & On-boarding of IT Resources.
❖ Determines, monitors, and reviews all project/program economics to include costs, operational budgets, staffing requirements, sub-contractors, resources, and risk including the direct management of large projects or programme
❖ Facilitates status review meetings among project team members and clients.
❖ Works with senior management on project/program proposals, bids, contracts, estimates, and schedules
❖ Proposes and develops add-on program opportunities
❖ Mentors and trains the customer and/or vendor in project management methods, procedures, and activities
❖ Provides direct client interface and ensure project delivery excellence
❖ Controls project/program requirements, scope, and change management issues
❖ Facilitates the creation of communication plans, ensuring that appropriate information is exchanged among key stakeholders
❖ Identifies and recommends contingency measures. Maintains awareness of emerging technologies and project/programme management techniques
❖ Ensures proper use of systems, tools, methodologies, and technology to prepare for decision-making and to achieve project health. Provides program/project oversight
❖ Monitors emerging technology for potential to maximize business performance
❖ Monitoring Controlling In house IT Operations, IT Purchased, IT Inventory Management.

Financial Sales
❖ Ensure variance between forecast and actual budget as per the target.
❖ Achieve a minimum of recover-ability as per target.
❖ Support Invoicing activity

Strategy/ Tactical
❖ Plans, directs, and co-ordinates a cross-functional team's activities to manage and implement project and/or interrelated Programs from contract/proposal initiation to final operational stage .
❖ Leads the project/program team(s) in determining client requirements and translating requirements into operational plans.
❖ Ensures adherence to legally binding requirements and client's long-term goals
❖ Increase client satisfaction level with project management services.
❖ Ensure high quality project delivery on time and within budget
❖ Reduce and mitigate programme and/or project risk, measured by issues not considered as initial risks.
❖ Achieve targeted utilization level

Communication
❖ Provides coaching, develop skills, deepen learning, and improves performance of employees and peers
❖ Applies knowledge of business and personal objectives to key players and get them personally committed to the success of the project management initiatives

EXPERIENCE

CERTIFICATIONS

Budgets and Plans

- ❖ Recommend the budget and monitor financial performance versus the budget so that the business is aware of forecast costs and revenues; areas of under performance are identified and opportunities to improve performance are capitalized upon.

Leadership

- ❖ Manage department's staff and teams by planning their utilization, communication, overseeing their performance, recruitment, training, and development to ensure high levels of engagement and competence.

Technology

Corporate Technology Strategy

- ❖ Leveraged technology to restore order and reliable reporting and processes to Financial Department, KSA payroll and Financial Management by successfully implementing Microsoft Dynamics AX.

Team Management, Client Solutions Development, Delivery, & Implementation

- ❖ Led team in applying leading edge technology to deliver innovative, dynamically for large clients with Complete Design, Deployment, Delivery and Implementation of IT Infrastructure Project of $10 Million and winning the support contract for 5 years.
- ❖ Instrumental in implementation of ERP System -SAP SD, CRM, Microsoft Dynamics 365/AX/ CRM for the organization with complete responsibility of Design, Development, Delivery and Implementation of Solution with minimal cost and in-house customization..

Virtualization:

- ❖ Design, Deployment, Delivery and Implementation of Virtualization through VMWare V sphere Product from legacy systems to complete Virtualization of Server to be available for Cloud and to facilitate to the users with remote work environment as required.

Disaster Recovery and Backup Solution:

- ❖ Design, Deployment, Delivery and Implementation of Disaster Recovery and Backup Solution through VEEAM Backup Solution.

Network Management:

- ❖ Lead and Manage Installation, Configuration and Maintenance of IT Network for Customers and In-house Network Management, which includes Wifi Routers, Internet Connectivity, Remote Connection, AD , Access Management and Cisco Switch Management.

ERP System -SAP SD, CRM, Microsoft Dynamics 365/AX/ CRM

- ❖ Responsible to maintain ERP implementation with business owners and vendor, Coordinate maintenance & enhancement efforts to support the existing flow of business with the best practices.
- ❖ Regular works with senior management to implement change management, project planning, resource allocation, and
- ❖ steering committee leadership. Controls project scope and risk management, Communicates project needs regularly and effectively to direct reports and project sponsors.
- ❖ Direct and prioritize ERP Microsoft Dynamics AX 2012 application support activities of the organization and 25 consultants supporting 15+business applications in sales, finance, human resources, operations and client service organizations.
- ❖ Negotiate software purchases and consulting services, initiate, develop, and maintain relationships with business partners, software consultants, and professional services vendors, ensuring alignment among businesses needs, IT resources, and vendor contract provisions.
- ❖ Company-wide cost-reduction initiatives, including optimizing expenditures to enhance internal application development and support capabilities.
- ❖ Increased internal customer satisfaction by in-sourcing strategic functions and reducing out-sourced vendor cost during multi-user expansion of internal application development and support function.

Software & Web Development:

- ❖ Lead , Manage and Implement Software Development project for client and for the organization & Web development by engaging vendors and in-house team.,.

Cyber Security:

- ❖ Lead , Manage and Implement Fortinet Solution for the client and organization by providing complete secured environment with latest product upgrades and penetration testing periodically to the network to close the loopholes.

High End Projects Experience with USD 10 Million+:

End User : Saudi Arabia National Guard - Project : 1, 2 & 3

- ❖ **Scope of Work :** Data Center, Network, Passive - Supply, Installation, Configuration, Testing, Commissioning after Sales Service

End User : Saudi Arabia National Guard - Project Site : Janadriya Festival

- ❖ **Scope of Work :** Data Center, Network - Supply, Installation, Configuration, after sales Service after Project Completion.

End User : King Faisal Specialist Hospital & Research Centre - Project : HITA

- ❖ **Scope of Work :** 5 Yrs IT Infrastructure Maintenance Project with Service and Outsource Resources

End User : King Faisal Specialist Hospital & Research Centre - Project : EMS Extension
❖ **Scope of Work :** Data Center, Network - Supply, Installation, Configuration, Testing, Commissioning after Sales Service.

IT Project Manager
Shomou'a Alqasaba Est. General Contracting, Riyadh, Kingdom of Saudi Arabia

16th December, 2012 - 8th September, 2013

❖ Projects: DarAl Riyadh
❖ Projects: Arab Builders for Telecommunication & Security Services

Team Leader,
BA Continuum Solutions Private Limited (Subsidiary of Bank of America), Hyderabad, India.
13-Feb2006 to 15-Dec-2012

❖ Accurately determine, assign, track and manage project task, activity, documentation and time information per internal standards.
❖ Mentoring e-Discovery Team, Design, Deployment, Delivery of service request from Line of Business.
❖ Managing the day-to-day activities of the team, Motivating the team to achieve organizational goals. Developing and implementing a time line to achieve targets.
❖ Delegating tasks to team members. Conducting training of team members to maximize their potential.
❖ Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
❖ Conducting quarterly performance reviews. Contributing to the growth of the company through a successful team.
❖ Creating a pleasant working environment that inspires the team.

Cust Support Coord I,
Global e-Business Operations Private Limited (Hewlett-Packard), Chennai, India.
9th February, 2004 to 7th February, 2006

❖ Worked on SAP SD Order management. • Conducting business analysis and process redesign in one or more functional area within the enterprise specifically in the analysis, and redesign, of SAP functions and processes. • Customizing SAP functionality to satisfy business requirements and business process design. • Preparing business specifications for reports; formulating and defining application scope, objectives and devising/modifying procedures to solve business problems. • Developing business relationships and integrating activities with other IT areas to ensure successful implementation and support project.

EDUCATION

Portfolio, Program & Project Management, Indian Institute of Management (Bangalore), 2016 MBA ,

Osmania University , Hyderabad India, 2002.

CERTIFICATION AND TRAININGS

• Certified Six Sigma Green Belt from Bank of America (Process Improvement $10 M)

• Certified Microsoft Technology Specialist (Dynamics AX 2012 - Projects, T & L, Development I)

• Certified ITIL V3 Foundation

• Certified Cisco CCIE (R&S Written)

• Certified Fortinet

• Certified Ethical Hacker, (CEH), from US Council.

• Successfully completed Training on SAP SD & CRM

• Successfully completed Training on Dynamics AX CRM

• Successfully completed PMP Training.

• Successfully completed Training on Dynamics AX Finance & Payroll. (specialized in GCC Payroll)

CONSULTING - STARTUP Experience

IT Startup - Startup Consulting for IT Company, Pitch Deck Support, Approach Investors.

Training & Management Consultancy Startup - Startup Consulting for Setup, Budget, Company Registration, Resources.

Recruitment Startup - Startup Consulting for Setup, Budget, Company Registration, Resources.