

Mohammad Abdulhameed Al Nsour

Jordan mobile: 00962 790458906, Saudi Mobile 00966543492992, E-mail: sawanda1985@gmail.com

ITSM Senior Consultant and Project manager

- Experience in ITSM solutions, Enterprise Management Solutions (EMS) consultancy-Operations, Storage/Data availability management implementation and support.
 - More than 12 years of experience in IT Service management, Storage and project management.
 - Project manager roles from 6 years
 - Assess, Design, Implement and Optimize activities for ITSM solutions, Service Desk, service catalogs, workflow, Network Management, Storage, Security Products and SRM.
 - Implement ITIL best practices
 - Good experience in system analysis, development, reports and integrating different systems
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Skills

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| • Corporate Communications | • New Project Launch |
| • Creative Team Leadership | • Gathering project requirements |
| • Product Positioning & Branding | • System analysis and Development |
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Education

university of Jordan, Amman

B.A. Degree in Computer Information Systems (CIS), August 2007

Certificates

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| • Unicenter Service Desk r11.1 – r12 | • entrust Single Sign On |
| • CA workflow | • ITIL foundation 3,4 |
| • IT Client Management | • ITIL intermediate SO |
| • Unicenter NSM r11.1 | • PRINCE 2 Foundation |
| • eTrust Access Control | • Professional Diploma in Engineering Management from NYIT which include PMP and quality assurance |

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IT Skills

- Prepare and Install windows server's environment (Prepare win server 2003 2012 ,2018), (Active Directory) and (Exchange Server).
 - Install and Prepare MS SQL Server for Database and Reporting.
 - Implementing, migrate, upgrade and customizations ca Service Catalog, workflow, Service Desk, ca ITSM, BMC remedy, BMC ITSM and BMC MYIT, BMC DWP.
 - Implement ITIL best practices.
 - Implement Problem, Change and Configuration management using CA Service Desk, BMC Remedy ITSM.
 - Creating reports in MS SQL SSRS (Microsoft SQL server Reporting Services), Crystal report.
 - Creating backup plans and Designing Backup infrastructure.
 - Gathering project requirements.
 - System analysis and Development.
 - Systems integration with portals and web services.
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Project management Skills

- Apply different project management methodologies and enforce best practices throughout projects by providing hands-on guidance to clients and sub-contractors.
- Set organizational policies and best-practices for business organizations based on the business processes and strategic goals.
- Analyze business operations and business process re-engineering.
- Improve business processes and perform root cause analysis.
- Manage project communication channels.
- Perform project research with essentially participation in business development, sales and presales activities from the market research and creating opportunities to the development of proposals and presentations based on the sales life cycle.
- Manage the service level agreements including the operational services.
- Conduct project postmortem analysis and develop recommendation/lessons-learned reports.
- Skilled in building excellent rapport with clients and team members. Able to see the big picture, delegate effectively and motivate team members to achieve on-time project completion.
- Analytical problem-solver, able to anticipate issues and create new systems that streamline operations, resolve concerns and improve efficiency.
- Project Manager for company-wide Learning Management System initiative that involved the design and delivery of instructor led training, e-learning and virtual training on programs including skill-soft.
- Collaborate with team in the development of educational programs, projects, training software and materials.

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Training Courses

- Course in Sun Java 2 Enterprise Edition
- Course in Microsoft SQL Server 7.0
- Course in Java Server Page – JSP
- Self-learning for eclipse and android application development
- Course in CA Unicenter Service Desk (Implementation , Administration, Reporting)
- Course in CA NSM (Network System Monitoring)
- Professional Diploma in Engineering Management from NYIT which include PMP and quality assurance
- Course in Single Sign ON
- Course in Access control
- Course in Ingres Database Administration
- Course in Ingres BI Appliance
- Course in marketing from dolphin Academy
- ITIL foundation version 2 training
- Service catalog r 12 training
- CA workflow training
- Course in ITIL foundation 3,4
- ITIL Service Operation
- ITIL Service Transition
- PRINCE 2 foundation
- ServiceNow Administration

Professional Experience

Duroob Technology – *Saudi Arabia, Riyadh, Olaia*, Alaqaria Building 406 / Jordan Amman, Suwaifya
<http://duroob.com/home>

Junior ITSM Implementer, 2007 to 2009

Responsibilities:

- Successfully delivered enterprise management solutions using CA ITSM suite of products while interacting with multiple departments to ensure continuity.
- Interfaced with client senior management, reviewed customer existing infrastructures and technologies and advised on solutions that are in alignment with their business strategy.

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<http://duroob.com/home>

ITSM consultant, 2009 to 2011

Responsibilities:

- Successfully delivered enterprise management solutions using CA ITSM suite of products while interacting with multiple departments to ensure continuity.
- Interfaced with client senior management, reviewed customer existing infrastructures and technologies and advised on solutions that are in alignment with their business strategy.
- Acted as a subject matter expert to architect solutions and mapped several CA products such as Service Desk, IT PAM.
- Actively managed and monitored risks during implementation phase of large scale CA Migration projects and addressed technical issues that could impact solution delivery constraints.

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Duroob Technology – *Saudi Arabia, Riyadh, Olaia*, Alaqaria Building 406

ITSM Senior Consultant and Team leader, 2012 to 2014

Responsibilities:

- Manage project Human resources in the team.
 - Supporting project resource scheduling and department capacity planning.
 - Contribution to the definition of departmental and systems strategies and progression..
 - understand and contribute the technical solution from design through to code level
 - Successfully delivered enterprise management solutions using CA ITSM suite of products while interacting with multiple departments to ensure continuity.
 - Interfaced with client senior management, reviewed customer existing infrastructures and technologies and advised on solutions that are in alignment with their business strategy.
 - Acted as a subject matter expert to architect solutions and mapped several CA products such as Service Desk, IT PAM.
 - Actively managed and monitored risks during implementation phase of large scale CA Migration projects and addressed technical issues that could impact solution delivery constraints.
 - Developed implementation roadmap and project plans, while ensuring appropriate skilled resources are assigned and a high quality of work delivered.
 - Designed Architectural Specification (SAS/SAO), trail doc, statement of work and reviewed RFI/RFP.
 - Managed and coordinated the activities of Project team members and mentor internal consultants.
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Duroob Technology – *Saudi Arabia, Riyadh, Olaia*, Alaqaria Building 406

ITSM Senior Consultant and Project manager, 2014 to present

Responsibilities was to ensure full coordination between technical/analysis and design teams, marketing agents, and clients with focused supervision for the analysis and design teams, and work with clients to define the critical project requirements and develop the use cases of web applications projects. Also, managing the service level agreements (Hosting and Maintenance), and full involvement in the sales/presale's activities.

Responsibilities:

- Gather, refine and analyze business requirements for HR, Inventory and Logistics modules.
- Re-engineer business processes and develop software requirement specifications (SRS)
- Documents including system use cases and activity and use case diagrams, and design system prototypes (Service Desk).
- Work closely with project management team in identifying project scope, its assumptions and risks.
- Conduct system training.
- Assist in developing the project management plans.
- Participate in presales activities by developing proposals, especially in defining the scope of work and system business/functional architecture.

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Selected Projects

Recent Project

SEC, Jeddah, Kingdom of Saudi Arabia (Full ITSM and cost management Solution (BMC MYIT)) from May 2016 to until now

Role: SRM Consultant and Module Manager

Achievements:

- Design SEC New services and update SEC existing Services , and Manage Service Catalog
 - Manage and implement SLAs
 - Migrate all the existing data from the old systems.
 - Design Workflow Process as ITIL best practices.
 - Design Integration Jobs with BMC Products with SAP and Mainframe for automation Services Process and collecting foundation data , Integrate ITSM Approvals With SAP Fiori
 - Design and Implement Integration with nextthink to upload data in BMC ITSM Asset Management.
 - Gathering Customer requirement, analyze it, design solution, accomplish the needed requirements.
 - Redesign Chargeback Process in the BMC Remedy, Integrate Chargeback Process with SAP Finance
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Sanad Project

SEC, Dammam, Kingdom of Saudi Arabia (SLA Agreement Support Project) from 2012 to May 2016

Role: Team Leader, Project Manager

Achievements:

- Complete end to end migration of existing version of Service Desk, service catalog and CA workflow to version 12.7, Enhance Workflow Process, Migrated all the existing data and customizations
 - Integrate with CA Products with SAP and Mainframe for automation Services Process.
 - Gathering Customer requirement, analyze it, design solution, lead the team to accomplish the needed requirements, design new services forms, SLA, KPIs and reports.
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The Royal Hashemite Court Project

Amman , Jordan , CA ServiceDesk and ITCM Upgrade and Support contract 2010 - 2011

Role: ITSM Consultant and Implementer

Achievements:

- Complete end to end migration of existing version of Service Desk and CA ITCM to version 12.5.
 - Migrated all the existing data, customizations
 - Enhance ITCM Discovery Process
 - Gathering Customer requirement, analyze it, design solution, lead the team to accomplish the needed requirements
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References

Duroob TECHNOLOGY: MR. NADER ALKHAWAJA, Mobile: +966598314168, Land line: +966114600001 ext 233

SEC (Saudi Electricity Company) : Mr. Mohammad AlSalmi , Mobile: +966506618388, Land Line: +966126838657

NIC : Mr. Mohammad Algarni , Mobile: +966441769992

The Royal Hashemite Court: MR. ABDULLAH SUBEH, mobile: +962799991960
