

# MOHAMMED ABOUD

Senior Systems Analyst

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## Objective

Result-oriented systems engineer with superior interpersonal skills and business acumen talented at strengths in assets & endpoints management, software applications development, databases, programming, hardware, networking, data center, virtualization, enterprise storage, and infrastructure project delivery & support within ITIL/ITSM framework. Effective at managing & motivating diverse team members toward accomplishment of collaborative IT business goals & strategic objectives, with exceptional attention to details to reduce IT costs and deliver more business value while striving to exceed end-user's satisfaction.

## Experiences

### IT Analyst (2019-2022), KSA

Serving a pioneer B2B Cloud Communications provider for 5000+ business clients in Banking, Government, Retail and eCommerce sectors for the whole MENA region through simplified, innovative and cost-efficient SMS, Voice and Video conferencing cloud services IAAS, PAAS, and SaaS which includes Openstack, Docker and OpenShift.. Supporting the expansion of 5 branches (globally & within kingdom) with 300 employees on a day-to-day operation & ensuring High Availability on Data Center & all IT services through managing more than 90 systems. Supervised the deployment for log-monitoring with Graylog for critical end-points. Supervised the implementation for three automation solutions that reduced manual operations by 20% including Automation of vendor/customer registration through process digitalization. Provided technical assistance over Sadad-Esal payment gateway API integration with MS-Dynamics 365. Directed the implementation of VRRP SD-WAN Viptela as a backup for branches backbone connectivity's. Directed the implementation for AAD, ADFS and Intune (SCCM) which enabled the enrollment for 769 devices in autopilot & zero-touch deployment mode. Ensured CITC security controls were enforced & all devices are complaints. Deployed WireGuard VPN with split-tunnel to restricted cloud resources within the VPC. Supervised the deployment of custom DNS server that provide network-level advertisement and Internet tracker blocking application. Managing multiple routing per country level for the VoIP PBX & call center, Firewall\IPSEC\VPN, Azure\Intune, Google, Slack & other technology services.

### Systems Analyst (2018—2019), KSA

Serving a leading industrial solutions provider, covering 10 business units with 17 branches all GCC & over 1000 employees for all IT & ERP related matters across all areas of the organization (Sales / Procurement / Warehousing / Finance / Manufacturing ). Successfully optimized the core data center for HA setup, converted 4 physical servers into ESXi platform resulted in a 25% faster increased performance & 45% capacity increased for the applications I/O. Mitigated 24 security risks posters. Led the migration of Lotus Notes\Office365, ERP platforms & delivered three ERP customized integrated-applications (Time Attendance, BI Marketing, Labor Utilization Planner) reports done through 3GL4GL programming along with Crystal Report Business Object and Hidox Forms Designer. Administering Deployment & Managing of Windows 10, Windows 2016\2019 Servers, MS-SQL, Oracle, Elastix unified communications, InforLN Baan, Office 365, Veeam Backup & Replication, Veritas NetBackup, Sophos XG firewall, Sophos Endpoint Protection , vCenter vSphere with three host & 21 VMs.



## Personal Details

DoB: 1983

Marital Status: Married

Number of Dependents: 3

Address: Riyadh, Saudi Arabia

## Skills

- Analytical thinking
- Communications
- Quality Orientation
- Technical Understanding
- Problem solving
- Teamwork
- Leading Execution
- Coaching/Mentoring
- Multitasking/Prioritizing
- Fast Learner
- Decision Making
- Customer Focus
- Creative & Innovative
- Proficient with Microsoft Apps, Office

## Awards

Dedication to work - 2016, 2014

Safety Award - 2013

Outstanding achievements - 2009

Employee of the month - 2007

Outstanding performance - 2002

## Systems Analyst (2009—2017), KSA

- ♦ Worked as a contractor for a leading Oil & Gas project, acted on a daily basis as a focal point of contact on all IT support related matters.
- ♦ Assisted Business Head on managing the outsourced operations based on mutually agreed contract, including preparing various business documents (proposals, RFP, plans, SoW, quotations, budgets, SOP, reports, ..etc).
- ♦ Oversaw & directed 50+ systems analysts to a very high level of consistent level of high performance. Supervised teams activities & performance as well as providing coaching sessions as needed. And improved team member's qualifications by conducting in-house training to all new members to insure good IT services as well as updating them of any new update that's related to their functions.
- ♦ Served more than 150,000 employees & contractors domestically & internationally, over the following business segments (oil&gas, finance, transportation, education, medical and industrial security).
- ♦ Maintained library of policies, procedures, manuals and other documentation.
- ♦ Supported & assured optimal performance for 910,000 IT assets and 200 IT services including but not limited to Access & Authorization Management, Communications, Engineering Services, Data & Computing Services, Applications & Hosting Services, Infrastructure, Internet, Network & Cloud, Information & End-point Protection, CyberSecurity, Assets & Workstation Services. And Support Services Management.
- ♦ Supported the development of corporate information systems (Extranet & Intranet Portals, EDMS, ERP, MRP & CRM).
- ♦ Ensured all the defined service level agreements perimeters SLA, OLA, KPI and PSM are maintained & fulfills the demands of the project according to the contractual obligations as well as to ensure Quality of Service (QoS) and customers satisfaction.
- ♦ Demonstrated up-to-date expertise in technical support and applied that to the development, execution and improvement of action plans by providing advice and guidance to others in the application of IT & best practices.
- ♦ Joint-ventured 24 successfully deployed IT projects on-time, within scope and within budget.
- ♦ Handled complaints from subcontractors, employees, customers, higher managements & vendors.
- ♦ Contributed & participated in Risks Assessment Observations task and Disaster Recovery Plan (DRP) in conjunction with Business Continuity Plan (BCP).
- ♦ Proactively quality assured the process, people & technology by performing routine performance analysis and suggested / implemented changes as required.
- ♦ Analyzed statistical data and reports to ascertain trends in performance, resulting in maximum effective and efficient use of

## Education

(KFU) B. Business Administration - GPA 4.7 of 5 - 2018

(WAGU) B.S. Computer Engineer - GPA 3.7 of 4 - 2010

## Technical Certificates & Trainings

- Certified Information Security Manager training - 2022
- Fortinet Network Security Expert (NSE 1-4) certification program -2019 - 2021
- Google Cloud Platform (GCP) Certification Associate Cloud Engineer training - 2019
- AWS Solution Architect training - 2017
- AWS SysOps Administrator Associate training - 2017
- AWS Certified Big Data Specialty training - 2017
- Cisco CCIE DataCenter NX OS training - 2016
- Cisco CCIE Security WSA & ISE training - 2016
- Cisco CCIE Routing & Switching MPLS training - 2016
- CISSP training - 2015
- VCP5-DCV VMware Certified Professional-Data Center Virtualization on vSphere 5.5 training - 2014
- VMware Horizon Mirage Essentials training - 2014
- PMI-PMP training - 2008
- Certified IT Service Management (ITIL Foundation v3) - 2006
- Certified Customer Support Specialist (CSS) - 2004
- Red Hat Certified Engineer (RHCE) training - 2004
- Microsoft Certified System Engineer (MCSE) - 2004
- Microsoft Certified System Administrator (MCSA) - 2004

## Knowledge Areas

**eCommerce Platform:** Adobe Magento, Shopify, WooCommerce, Payment Gateways **Programming:** VBA, ASP.NET, VB.NET, C#, J2EE, Kotlin, XML (parsing DOM, SAX, Pull), HTML5, JSON, Bash, Multithreading, JavaScript, C++, PowerShell, Python, AI, Neural Networks, PHP, Ruby, Virtual/Augmented/Mixed Reality **Mobile Technologies:** SDK, ADB, DDMS, SQLite, RESTful Web Services, HTTP **Third Party Libraries:** MOAT, Volley, Retrofit, Stripe, Moneris, Xing, bluRadio, Java Mailx, AsyncHttp, API: OAuth **Tools:** AutoCAD, Microstation, Citrix, Android Studio, Eclipse, JIRA, Slack, Clear case, Defect Tracking tools, Selenium, Rational Requisitepro, ArcSight, QRadar, Splunk, Wireshark, Nessus, MVM, Qualys, Service Desk, BMC Remedy Action Request, Smart Plant, SSRS, Crystal Report Business Object, Hidox **Operating Systems:** Windows, Linux, UNIX, MacOS, VMware vSphere & vCenter. **Databases:** Oracle, MS-SQL and MySQL - Adhoc Queries, PL/SQL Stored Procedures, Functions, Triggers. **Cloud Networks:** GCP, SCCM, Azure, AWS, IIS, Apache, SSL-VPN, IP-SEC, VoIP, LDAP, TCP/IP, DHCP, DNS, WINS, FTP, SMTP, POP3, IMAP, EXCHANGE, NAT, PPP, IPX/SPX, PBX, UDP, RIP, SNMP, NLSP, RPC over HTTP, IPSec, ATM and NetBIOS, RJ-45 (Cat5/6) and Fiber-optic. Firewalls & Routers, WiFi Access Points, Switches, Hubs. CCTV, NVR, PoE. **Backup solutions:** Veeam, NetBackup, uBackup **Big data systems:** HDFS, Hive, MongoDB, Elasticsearch, Spark, Scala, Hbase