**AHMED MOSTAFA ELHAMAMY**

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**CAREER OBJECTIVE:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

With more than 16 years of experience in electronics and communications engineering, Infrastructure systems, Microsoft services, delivery, and project management. Excellent knowledge in IT technology products, TOGAF® 9 Enterprise Architecture, Project Management Professional (PMP)® and ITIL® foundations certificates and hands-on experience. Seeking a challenging position to apply my extensive experience in improving the current IT infrastructure, optimizing business operations, and setting direction and approach for integrating information applications and programs.

**WORK EXPERIENCE:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Cloud4C Services**, Riyadh, KSA. **(Jan2022-Present)**

**Senior Tech. Manager / Service Delivery Manager** (Service Delivery Department)

* Understand the customer’s portfolio and success measures to design implementation architecture and cloud solution.
* Architect solutions to meet business and IT needs ensuring technical viability of new projects and successful delivery.
* Governs the digital transformation service delivery for projects in KSA, UAE and Egypt including assessment, migration, managed service for multi cloud adoption (On-premises and public cloud).
* Apply technical knowledge and customer insights to create a migration and modernization roadmap with customers.
* Patriciate in technical discussions, meetings and decisions for the SOW and customer requirements.
* Handle migrations to Azure, AWS, OCI and GCP Cloud platforms for both Hyperscaler and SAP projects.
* Manage the relationship with clients and all stakeholders for Digital transformation projects inside KSA.
* Handle the Datacenter Cloud hosting providers relation inside KSA.
* Coordinate both client-facing and internal communications for project delivery and task delegation.
* Develop project scopes and objectives, involving all relevant stakeholders, and ensuring technical feasibility.
* Ensure all projects delivery on-timely manner and within scope along with relevant billing.

**Nournet**, Riyadh, KSA.  **(Jul2021-Dec2021)**

**Head of Service Delivery** (Cloud & Managed IT Services Department)

* Identify and evaluate business and technical requirements, conduct full technical discovery, and architect client solutions to meet gathered requirements in line with service line strategy.
* Support Sales in pursuit of business opportunities, engage with customers to address their digital transformations.
* Lead Enterprise Architect and Cloud advisor, contributing to developing IT & Digital Transformation roadmaps.
* Engage with Stakeholders/Architects to identify and define enterprise capabilities and build out a long-term roadmap.
* Conduct the technical evaluation for IT Solution and Solution Architectures.
* Establish a strong IT Governance framework and control the overall quality of service delivery.
* Develop capacity planning, progress, and arranging management achievement reports.
* Supervise the SLA adherence, team effective utilization, productive involvements, and customer satisfaction.
* Lead technical projects team, product and solution briefings, proof-of-concept work and support bid responses.
* Manage the CSP partnership and migration activities with Microsoft Azure, Office365 and with AWS.
* **Project:**
* Lead the transformation of Nournet services from on-premises to Cloud infrastructure.
* Introduce multi-tenant platforms as EaaS, WaaS, PAM, Patch management, monitoring solutions for Cloud customers.
* Reassess all the delivery management and operations inside the department.

**Nournet**, Riyadh, KSA. **(Jul2018-Jul2021)**

**Technical Delivery Manager** (Cloud & Managed IT Services Department)

* CAB member for all the Changes and Releases for ongoing operations and new projects.
* Built of the new infrastructure in Nournet datacenters: Rack and Stack with UAT testing.
* Migrated the old running services from old environment.
* Managed and completed all the new business-related projects.
* Led SOC as a Service for the whole environment integrated with all sites.
* Reviewed the KPIs inside the Service Delivery Monthly report for the service availability and progress updates.
* Implemented ITIL framework including IRs, SRs, Problems, CRs, CMDB in the system and enrolled within organization.
* Worked on the tools, technologies, and processes based on the ITSM with the agreed SLAs.
* Presented IT service with adherence towards KSA Government policies (Security, Privacy and Data Protection, etc..).
* Demonstrated ongoing compliance throughout periodic reporting and audits.

**Project:**

* “AMAALA” Network, Security, Infrastructure, NOC and SOC Managed IT Services.
* “Mawthouq” Saudi Post Email as a Service (EaaS) Private Cloud solution.

**Nournet**, Riyadh, KSA. **(Jul2016-Jun2018)**

**Technical Operations Manager** (Cloud & Managed IT Services Department)

* Member of the Presales and Infrastructure Solution team, a trusted advisor for Microsoft-related cloud deliverables.
* Provided technical proposals to customers as per Microsoft and Infrastructure systems best practices.
* Actioned with Solution Managers and the customer, as Operation Manager to run compelling solutions.
* Conducted technology envisioning sessions and engagements and performed technology readiness assessments.
* Supported the Sales team with technical content and proposed validation.
* Provided and revised technical solutions and designs.
* Handled Microsoft Partnerships CSP / SPLA agreements, Gold partnership for Azure / Office365 Cloud services.

**Project:**

* Gulf Monitory Council-Amana Insurance Redsea, Qiddiya, NEOM, RMO, SCISP: IT Managed Service Project.
* Nournet Email as a Service Public hosted service and Webhosting Public hosted service

**Nournet**, Riyadh, KSA. **(Feb2015-Jun2016)**

**Technical Infrastructure Lead** (Cloud & Managed IT Services Department)

* Analyzed and evaluated incident reports and made recommendations to reduce incident rates.
* Designed, operated, and maintained the Microsoft design with directory services and OS features.
* Prepared standard statistical reports, such as help desk incident reports.
* Edited SCOM 2012 with Audit Collection Services (ACS) for the active directory security events.
* Explored Lync 2013 with Front-end, Edge, Office WebApp, and Reverse Proxy using IIS ARR as a Reverse Proxy.
* Created SCCM 2012 with Distribution Points (DP) across sites.
* Built HA Exchange (2003 to 2013) servers design with service availability.
* Applied multiple migration projects for Main and DR setups, including fresh and migration scenarios.

**Project:**

* Astra Industrial Group (AIG Holding): IT Managed Service Project.
* Tatweer Building Company (TBC): IT Managed Service Project.
* Fitness Time: Email and Collaboration service in public Cloud.
* Walaa Insurance company & Buruj insurance company: Private cloud DR setup.

**Saudi Telecom Company (STC)**, Riyadh, KSA. **(Nov2011-Jan2015**)

**Senior System Engineer** (Operations Department)

* Assessed and defined the systems and infrastructure requirements.
* Solved complex Windows Server 2008 R2 AD (17 DCs, DNS, DHCP, and SCOM/ACS) for around 40,000 accounts.
* Kept abreast of the latest advancements in technology, protocols, and best practices.
* Provided highly available Exchange 2007/2010 with 26,000+ mailboxes across KSA and Signature servers (Exclaimer).
* Assessed SCOM with RMS, Management Servers, SCOM ACS, and a Certificate Management server.

**Project:**

* Upgraded SCOM from 2007 R2 to 2012 R2, and implemented SCCM 2012.
* Handed-over the operation of STC Private Cloud project for “STC” and it’s subsidiaries.
* Decommission Windows server 2003 domain controllers, and changing NTFRS to DFSR SYSVOL replication.
* Raising the Active Directory FFL 2003 to 2008 R2 and enable both “FGPP” and “AD Recycle Bin”.
* Microsoft (ADRaaS), (ExchRaaS), (ADGPRaaS), (GP RaaS), (AD RKM) and (Exchange RKM).

**Sultan Bin Abdulaziz Program (MeduNet)**, Riyadh, KSA. **(Oct2009-Oct2011)**

**Systems Engineer** (NOC department)

* Anticipated potential infrastructure issues and identified possible solutions with professional services consultation.
* Managed Microsoft SharePoint Server 2007 permissions and workflows.
* Participated in Presales activities with clients, drafting proposal documents, and participating with Sales.
* Administered Symantec Netbackup and Backup Exec 2010 and Backup System Recovery 2010/2011.
* Managed “Dell PowerVault ML6000” Tape Library, PowerEdge M1000e Blade Enclosure and M600 Blade Servers.
* Validated RFPs related to Systems/Microsoft products for company projects.

**Project:**

* Upgraded Symantec Backup Exec 2010 and Symantec BESR 2010 project.
* Achieved ISO 27001 certificate after preparing technical documentations, policies, and procedures.

**Suez Canal Container Terminal (APM Terminals)**, Portsaid, Egypt.  **(Jul2007-Oct2009)**

**IT Technical Support Engineer** (IT Department)

* Administered of infrastructure services, as AD, Exchange, ISA, Nortel Telephony PBX system.
* Managed “Websense Web Security Suite” and “Websense Mail Filter”.
* Managed Symantec, McAfee Anti-virus solutions, Antigen and VERITAS Backup Exec applications.

**Project:**

* Websense (Web Security Suite) installation (February 2008), then upgrade to ver.:7.0.1 (May 2009)
* McAfee Antivirus software and replacing Symantec Antivirus, then upgrade to ePO 3.6.1 (Nov2008).

**PROFESSIONAL DEVELOPMENT:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* TOGAF® 9 Certified Enterprise Architecture, (Certification Number: 157828)
* TOGAF® Standard Version 9.2.
* Project Management Professional (PMP)® (PMI Member ID: 6773680).
* ITIL V3 Foundation certified® (Exam EXIN EX0-101) (Reg. No.: 4483306).
* Microsoft Certified: Azure Fundamentals.
* AWS Certified Cloud Practitioner (Exam CLF-C01).
* Microsoft Certified Solutions Associate (MCSA)®: Office 365.
* Managing Office 365 Identities and Requirements (Exam 70-346).
* Enabling Office 365 Services (Exam 70-347).
* Microsoft Certified IT Professional (MCITP)®: Windows Server 2008 R2. (Certification ID: 3381444).
* Windows Server Virtualization, Configuring (Exam 70-652).
* Windows Server 2008 R2, Virtualization Administrator (Exam 70-693).
* Windows Server 2008 R2, Desktop Virtualization (Exam 70-669).
* Microsoft Certified Technology Specialist (MCTS)®: Windows Server 2008 Active Directory, configuring (Exam 70-640), Configuring Exchange Server 2007 (Exam 70-236).
* Microsoft Certified Professional (MCP)® configuring, administering Windows® XP Professional (Exam 70-270).
* Cisco Certified Network Associate (CCNA)® (Exam 640-801).
* Websense Certified Engineer Web Security Associate®.

**EDUCATION:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Suez Canal University**, Egypt. **(Sep1999-Oct2004)**

* Bachelor of Engineering
* **Department:** Electronics & Communications. **• Grade:** Good. **• Project Grade:** Excellent.

**SKILLS:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Language skills:**

**Arabic:** Mother Tongue**. • English:** Excellent.