MOHAMMED N. AHMAD

A qualified Computer Engineer having 20 years of global experience in IT Administration, IT Infrastructure, IT Operations, Systems Administration & Security. I am seeking a position with a technology field that will allow me to apply and enhance my skills. I am eager to contribute my creativity and hard work towards the success of the company and to the growth of fast developing field.

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Key Skills

- Network Operations
- Security Operations
- Incident Management
- Application Performance Monitoring
- Troubleshooting
- Systems Administration
- Network Infrastructure Upgrade
- IT Assistant Management
- Change Management

Profile Summary

- Result-oriented professional offering 20 years of global experience in IT Administration, IT Infrastructure, IT Operations, Systems Administration & Security.
- Currently associated with **Special Olympics World Games Abu Dhabi 2019 as IT System Administration Section Head**
- Plan and Manage all Games Systems venue teams and lead all training for all constituents.

https://www.linkedin.com/in/mo-auh

Work Experience

Sep,2019 – Up to date – Call Out Events Management as Technology Manager

- Plan and manage all technology needs for the conference.
- Plan and Manage all Conference teams and lead all training for all constituents.
- Managing both Google & Office 365 admins (cloud base).
- Managing the registration, Broadcasting & Streaming systems.
- Implement on site conference policies.
- **Venue Technology Manager- Islamic Conference of Health Ministers Abu Dhabi 2019.**

Jan,2018 – Jul, 2019 - Special Olympics World Games Abu Dhabi 2019 as Section Head, IT System Administration

- Managing Data Center (Physical Servers & Virtual).
- Microsoft Office 365 Admin, Azure Admin, eDiscovery Admin.
- Tableau Server Admin.
- Managing the Helpdesk Support Section, Fresh Service Ticketing System & Fresh Service Asset System.
- Plan and Manage all Games Systems venue teams and lead all training for all constituents.
- Develop and implement usage policies of the systems (HQ & World Games).
- Produce all necessary documentations for the system's usage for end users (EN and AR).
- Collaborate with the Communications 7 Broadcasting departments to ensure that all Athlete and/or other constituent data is available for their communications and/or broadcasting requirements including real-time data feeds on scheduling and results.
- In collaboration with IT Systems infrastructure division, manage and schedule the availability of SO Connect throughout all competition and non-competition venues for both the Regional Games and the World Games.
- Implement and manage all necessary AV systems to be used in HQ and in All venues.
- In collaboration with the other departments of technology, ensure that the mission critical systems are always available.
- **Venue Technology Manger (New York University Abu Dhabi) - Special Olympics IX MENA Games 2018.**
- **Venue Technology Manger (Al Jazeera Club) - Special Olympics IX MENA Games 2018.**
- **Venue Technology Manger (Hamdan Sports Complex) - Special Olympics World Games Abu Dhabi 2019.**
- **Venue Technology Manger (Dubai Police Stadium) - Special Olympics World Games Abu Dhabi 2019.**

Sep, 2014 – Jan,2018 - First Abu Dhabi Bank (FAB) as NOC/ SOC IT Data Center Analyst

- Extending 24X7 NOC support within NBAD across all branches in UAE and 17 countries spanning GCC countries, Egypt, France, United States, United Kingdom, Hong Kong, and India
- Responding to alarms on monitoring tools such as EMC Smarts & HP Service Manager
- Identifying various problem areas in coordination with ATM Support, Network, Security and ISP Team and no interruptions & maximum uptime.
- Liaising with DBA Team within defined SLAs during normal or upgrade operations, notifying them on Lock Wait Contentions and Latch Wait Contentions for quick turnaround during end of day scripts or processes
- Undertaking health check for all applications from OS Perspective (Unix / Windows / Linux) and escalating it to the concerned teams like System Administrators, Unix Administrators or VMWare Team
- Spearheading Data Center Access for Visitor Engineers, Network Engineers, Auditors and Electrical Engineers, capturing their access with ticketing tools and reporting discretions to Security and Management
- Supervising PDUs, data center air conditioning temperatures and interfacing with Electrical Engineers for abnormal temperature and UPS charging alerts
- Providing weekly, daily utilization & performance reports with complete analysis of ITD Management
- Assessing inventory for servers, routers, switches, and ATMs added & removed across all Data Centers (primary, secondary and disaster recovery sites) and apprising the management on the same
- Detecting firewall alarms and alerting the Information Security Team on high number of deny traffic or successful pass from an external IPs or threats
- Managing network traffic and checking for abnormal or high utilization from individual users, affecting the overall performance of applications
- Interfacing with ISP Engineers, arranging third party security escorts for ATM vicinity access to troubleshoot down machine, network connectivity & power issues
- Documenting incident instances, reason for outages, timeline of troubleshooting by NOC and concerned teams (Network, Application Support) in sync with complete analysis

- Received appreciation from Senior Engineers and Senior Managers for showcasing persistent attitude to improvise at every possible avenue of business function.
- Affiliated with Special Appreciation Award as Outstanding Performer of NOC for Jan 2016-April 2016

Jan,2013 – Sep,2014 - Al Mazroui Group as Oilfield Systems Technical Engineer with RigServ, UK

Mar,2009 – Jan,2013 - Bin Khalaf Group as Assistant Operations Manager

Sept,2006 – Feb,2009 - Al Brooge Shares & Bonds as IT Assistant Manager

Feb,2005 – May,2006 - Emirates Palace as IT Engineer

Nov,2002 – Feb,2005 - Bin Butti Group as Systems Engineer

Volunteering

The Butterfly Foundation as Technology Manager , up to date

- Office 365 Cloud Admin, CPanel Cloud Admin.
- Giving all kind of Technology needs to board members & volunteers.
- https://thebutterfly.ae

Education & Certification

- Bachelor of Science in Computer Engineering, Ajman University, UAE 2004.
- CSE (Cisco Sales Expert).
- ITIL Foundation Certificate in IT Service Management, 2015.
- ITIL Intermediate – Operational Support & Analysis (OSA), 2017.
- Certified Information Security Manager (CISM), going on 2021.

Technical Skills

Office 365 Cloud Admin, Google Cloud Admin, CPanel Cloud Admin, EMC SMARTS®, HPSM®, ITSM®, SilverPeak GMS®, Scrutinizer ®, Foglight ®, ArcSight ®, HP BSM ®, Watch4Net ®, Putty®, SSH®, SecureCRT®, Cisco® VPN, Corpras® RSA VPN, SharePoint®, Microsoft Visio®, Addition Active directory (Windows Exchange 2003/NT® Server), Microsoft Office Suite.

Date of Birth   : 1980
Nationality   : Turkey
Languages Known: English, Arabic

References available upon request.

Abu Dhabi, UAE   **Mohammed N. Ahmad**