

# MOHAMED SEDDIEK

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139 Al Sad, beside the police station, Doha | +974 774 13 8 13  
[Mohamedseddiek@hotmail.com](mailto:Mohamedseddiek@hotmail.com) – 33 Years  
Egyptian – Married – NOC



## APPLICATIONS & SYSTEMS ENGINEER.

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Manages and coordinating projects systems with supporting and troubleshooting.

## RESPONSIBILITIES & ROLES

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- Project Management
- Implementing Software
- Technical Support
- Hospitality Systems
- Business Meetings Skills with Site Survey
- Sales and Marketing Skills
- Software Development Ideas & Installations
- Ability to Improving the Systems
- Delivering Requests
- Monitoring and Controlling
- Covering Project Members
- Following up with Customers
- Leadership Skills, keep project member motivated, resolve conflicts and make hard decisions for
- Time Management by working with employees, customers and management, often spinning multiple plates at once.
- Initiating and monitoring the project
- Establishing project parameters
- Committing resources including budget
- Developing or overseeing development of the project plan
- Ensuring impediments are identified and resolved quickly
- Controlling costs
- Communicating day-to-day activities of the project
- Coordinating customer resources to the project
- Building a project team and managing project personnel
- Formulating actions for the project plan
- Assigning tasks to customer project team members
- Acting as initial post-sale contact
- Working with customer to establish a project plan
- Assigning and overseeing the implementation resources
- Communicating with the customer Project Manager/Team Leader
- Coordinating the tasks to be completed by our implementation team
- Developing Statements of work for requested customization of reports and add-ons as required
- Scheduling work and ensuring completion of deliverables
- Dealing with day-to-day issues as they come up
- Consulting with customer team members to determine training requirements
- Developing a training scheduling
- Arranging for necessary training materials
- Delivering training
- Monitor system performance

## WORK HISTORY

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DEC. 2016 - PRESENT     **AL MAL HOLDING**  
**(BANI HASHIM – ITQAN SECURITY – BERNY SECURITY)**  
**Project Manager**

[www.almal.com.qa](http://www.almal.com.qa)    [www.bernysecurityservices.com](http://www.bernysecurityservices.com)

Responsible for the secure and effective operation of all computer systems, related applications, hardware and software that is used within a wide range of public and private sector organization.

- Managing the applications: POS, Retail, Accounts Payable, Accounts Receivable, Cost Control, Stock Control, Attendance, and Payroll. Installing, fixing, implementing, troubleshooting, support and monitoring the reports.
- Managing & monitoring the replications process and vpn connections between servers for databases.
- Install and configure computers operating systems and applications & monitoring network and existing systems to ensure structural integrity replace parts as required
- Managing (CCTV Monitoring Systems– Access Doors – Public Address - UPS – Data Centre Solutions - Structure Cabling - IP telephone) and related components
- Design and implement security systems and redundant backups to maintain data safety
- Supervises activities and ensures the proper implementation of the related low current systems policies and procedures.
- Ensures the regular verification, implementation, maintenance, and functionality of the low current system.
- Ensures the proper implementation of the Low Current Systems to avoid and resolve any occurring problems
- Ability to recommend development plans for Low Current systems in order to meet the required level of efficiency
- Oversee the development and installation of new hardware and software
- Ensure constant availability of technical resources
- Write custom scripts to reduce the need for human intervention
- Follow up clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Priorities and manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals, such as software developers
- Test and evaluate new technology
- Supervises activities and ensures the proper implementation of the related low current systems policies and procedures.
- Ensures the regular verification, implementation, maintenance, and functionality of the low current system.

Projects:

Head Office – Al Mal Holding	2 Servers
Real Madrid Official Stores	3 Shops
OTP Pharmacies	5 Shops
Bayet Aldoby Laundries	6 Shops
Qatar Cuisine	3 Cuisine
Sojennie Paris Cafes	4 Cafes
Max Burger Restaurant	3 Restaurant

JUNE. 2015 – NOV. 2016 **BRIGHT INFORMATION SYSTEMS**  
Applications Consultant and Project Manager

[www.bright-itsolutions.com](http://www.bright-itsolutions.com)

Responsible for the hospitality applications (Medical software, Restaurants & Cafes POS, Retail software, Cost Control, Stock Control).

- Implement the software and confirm the customers' requirements has been delivered.
- Setting the project plan after making the site survey.
- Following up the software achievements and if there are any other missing requirements to be delivered to the development team and follow up with them until deliver the requirements to the customer by replacing the exe or upgrading the database.
- Install and configure the applications on customer computer, and prepare the server database.
- Applications users training.
- Support customers by visit face-to-face, over the phone or by remote access, to resolve issues for software & database.
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the roll-out of new applications
- Priorities and manage many open cases at one time
- Test and evaluate new technology
- Conduct electrical safety checks on computer equipment.

Projects:

Real Madrid Official Stores	Icon Medical Center	Al Jaber for Watches	Harees Alwalda Restaurants	2 B Kitchens	Ecowash
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APR.2007 – APR.2015 **COMSYS SOFTWARE**  
Applications Consultant

[www.comsyssoftware.com](http://www.comsyssoftware.com)

Responsible for the hospitality applications (Hotels, Medical, Restaurants & Cafes POS, Retail software, Cost Control, Stock Control, Customers, Suppliers).

- Implement the software and confirm the customers' requirements has been delivered.

- Following up the software achievements and if there are any other missing requirements to be delivered to the development team and follow up with them until deliver the requirements to the customer by replacing the exe or upgrading the database.
- Install and configure the applications on customer computer, and prepare the server database.
- Applications users training.
- Support customers by visit face-to-face, over the phone or by remote access, to resolve issues for software & database.
- Hand over with project documentation after project closed.
- Provide support, including procedural documentation and relevant reports
- Support the roll-out of new applications
- Follow up the opening tickets and communicates the customers

#### Projects:

Hotels:		
- Azur	- Three Corners	- Dessolet Hotels
- Sharm Reef	- Tropicana Resorts	-
Restaurants & Cafes:		
- Cairo Tower	- On Track	- House of Donutes
- Ebn El Balad Resta	- Roastery	- Retro
- Carlos	- Kasr AlShouk	- Sinos
- Cinnabon	- Hacienda Bay	- Segafredo
- Cilantro	- La Pietra	- TBS the Bakery Shops
- The Burger Factory	- Tutti Matti	- Jimmy's
- Taj Sultana	- Cafee Virgano	- Chez Edy
- Movenpick	- Kafficho	- Diet House
- Londoner Burger	- Gloria Jean's	- El Borg
- Rocca Razzo	- Cairo Kitchens	- Blue Nile
- Cafe Mo	- Carvel Ice Cream	- Manhattan Burger
- Baladina	- Andrea	-
Retail:		
- Hedeya	- Game Valley	- Alessi
- Choice	- Kattameya Heights	- Kams

## EDUCATION

2001 – 2005

**COMPUTER SCIENCE**  
SHROK ACADEMY for Information Technology

▪BCs. Computer science

2002 – 2004	<b>MCAD</b>
	MCP certified for exams 229 & 316
2015 – 2017	<b>MCSA</b>
	Windows Server 2012 - 2016
2009 – 2009	<b>CISA</b>
2012 – 2012	<b>PMP</b>

**MCP certified for exams 229 & 316**