Curriculum Vitae

Sisay Ayele

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Addis Ababa, Ethiopia

Employment

Debub Global Bank SC

March, 2020-Present

Position: Director, Information Technology Department

Under Supervision of: CEO/President

Major Duties:

- Projects involved/Implemented
  - Oracle Flexcube core banking upgrade from version 12.0.3 to 14.5 latest in Ethiopian banking Industry project (under progress)
  - Digital banking (Internet, Mobile, and wallet banking) project (under progress)
  - Partnership with E-birr project is under progress
  - Partnership with Tel-birr has been completed

- Debub Global bank Disaster Recovery Site Implementation completed
- Derash Project has been completed
- Gozo-go air ticket partnership with Solget Plc completed
- Uni-cash School fee and utility payment collection System Implementation completed
- Transaction notification SMS system has been completed
- Main Data center enhancement in Security and Infrastructure
- Automate Humane Resource Department attendance machine
- Two new digital innovation for Ethiopian banking industry paper work has been completed and implementation is under process (not disclosed)
- In house software development project for different departments as an automation

- Provide vision and leadership for strategic and operational planning, and implementing an information technology strategy to achieve DGB goals by fostering innovation, prioritizing information systems initiatives, and coordinating the evaluation, deployment, and management of current and future information systems across the Bank.

- Establish Information Technology goals, objectives, and operating procedures.

- Identify opportunities for the appropriate and cost-effective investment of financial resources in information systems and resources, including staffing, sourcing, purchasing, and in-house development.

- Develop, track, and control the information technology annual operating and capital budgets.

- Develop business case justifications and cost/benefit analyses for information systems spending and initiatives.

- Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.

- Properly manage the technology backbone of the Bank's operation and plans for future growth while constantly adjusting to warp speed changes in technology.

- Coordinate and facilitate consultation with stakeholders to define business and systems requirements for new technology implementations.

- Approve, prioritize, and control projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems.

- Review hardware and software acquisition and maintenance contracts and pursue master agreements to capitalize on economies of scale.

- Define and communicate IT plans, policies, procedures, and standards for the Bank for acquiring, implementing, and operating information systems.

- Perform general IT administration activities including software license management and maintenance contract tracking.

- Continuously deliver IT services and support through oversight of service level agreements with end users and monitoring of information systems performance.

- Monitor whether the underlining network infrastructure and its associated technology operate efficiently, performs within agreed targets and that delivers a secure platform for DGB to carry out its business.

- Oversee the proper implementation of the Information Systems policy, standards, procedures, and guidelines and that the operation of the IT Department is smoothly run across the Bank in the direction of achieving the Bank's objectives and mission.

- Monitor whether information technology operation adheres to applicable laws, regulations, standards and frameworks.

- Establish lines of control for current and proposed information systems.

- Promote and oversee strategic relationships between internal IT resources and external entities.

- Supervise recruitment, development, retention, and organization of all IT staff in accordance with corporate budgetary objectives and personnel policies.

- Participate in strategic and operational governance processes of DGB as a member of the executive management team.

- Work with the Bank's executive management team to establish the strategic direction of the Bank's information systems as well as executing the strategy.

- Develop and maintain an appropriate Information Technology organizational structure that supports the needs of the Bank.

Zemen Bank SC
July, 2016-Present
Position: Senior Manager, IT Infrastructure Division (Deputy level)
Under Supervision of: V/President, Information Technology
Major Duties:

- Projects involved/Implemented
  - Zemen Bank Disaster Recovery Site Implementation
  - Payment Card Industry (PCI) Data Security Standard (DSS)
  - Payment Card Industry (PCI) PIN Security
  - Main Data center enhancement and renovation design and implementation project.
  - VISA and MasterCard satellite implementation

- New Head quarter office data center design and cost benefit analysis
- New Internet banking project
- Etc…

- Develops IT infrastructure strategies, policies, and procedures and ensure their effective implementation
- Plan, coordinate, direct, and control the divisions operation
- Manages the relationship of the Bank with the third party IT outsourced service Provider Company based on the Master Outsourcing Agreement.
- Manages problem incident report on network, hardware, telephony and software malfunctioning.
- Prepares specifications for hardware and network equipment;
- Selects appropriate ICT equipment as per the required specifications.
- Communicates with the technology outsourcer in identifying problems and look for solutions
- Follows- up the system availability of every ICT system of the Bank on a monthly basis
- Monitors and follows-up the alignment of technology with the business strategy of the Bank;
- Manages and administers SWIFT payment system of the Bank;
- Identifies and propose ICT training requirements that are necessary for the capacity building of staffs of the Bank;
- Assists in the development of UAT (User Acceptance Test) scenarios for projects implemented at the Bank from time to time and participates in technical UAT.
- Negotiates project SOWs (Scope of Work), taking into account 'value-for-money' and propose additions/modifications in line with the business strategy of the Bank and best Industry practices
- Negotiates contracts with IT equipment and service delivery companies
- Based on agreed upon contracts, certifies all IT related payment to the IT outsourced service provider company and other vendors
- Assists in the preparation of annual IT budget of the Bank

- Initiates IT related projects for the enhancement of the business operations of the Bank and submit the same to senior management for approval
- Administer and maintain both main data center (MDC) and Disaster recovery data center
- Manage installation, configuration and administration of servers operating system
- Manage proper implementation and administration of local area network (LAN) and wide area network (WAN) –internal head office, branch connections, ATMs, etc.
- Follow up the proper update patches and antivirus when requires
- Manage and administer the smooth operation of communication infrastructure such as intranet etc.
- Proactively follow and monitor technical support requested by end users related to all IT infrastructure

Zemen Bank SC

July, 2011-2016

Position: Division Manager, IT Infrastructure

Under Supervision of: Director, E-channel and Infrastructure Department

Major Duties:

- Projects involved/Implemented
    - Mobile/IVR/SMS banking as a network project manager
    - Master Card Implementation as a network project manger
    - Zemen to Dashen Bank VPN
    - Zemen to National Bank VPN for ATS System
- Lead the analysis, design and new construction of LAN and WAN
- Assess and document current site network configuration and user requirements
- Design and optimize network topologies.
- Direct and lead preparation of engineering plans and site installation Technical Design Packages

- Develop installation schedules. Mobilize network installation team (whether it is a Zemen or an outsourced team). Organize and direct network installations on site
- Direct and lead preparation of drawings documenting configuration changes at each site
- Prepare site installation and test reports. Coordinate post installation operations and maintenance support
- Evaluate communication hardware and software, troubleshoot LAN /WAN and other network related problems, and provide technical expertise for performance and configuration of networks
- Performs general LAN /WAN administration, provides technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers
- Provide production support of the Network, including: day-to-day operations, monitoring and problem resolution for all users during assigned work hours.
- Provide third level help desk problem identification, diagnosis and resolutions
- Provide support for the dispatch of circuit and hardware vendors involved in the resolution process
- Configure and maintain the help desk and IT equipment asset management system(Sysaid)
- Coordinate with system administrator and network administrator on implementing security policies
- Assist in developing project plans in conjunction with the IT Operations Manager

Zemen Bank SC

Nov, 2010-Jun 2011

Position: Senior Infrastructure Expert

Under Supervision of: Infrastructure Division Manager

Major Duties:

- Maintain, monitor, analyze system components and make recommendations regarding computer system
- Plan and perform appropriate procedures, documentation, inventory assessment, and other procedures related to IT.
- Support, monitor, test and troubleshoot hardware and software problems.
- Install new software releases, system upgrades, evaluate and install patches and resolve software related problems.
- Performing and coordinating effective installation and performance of advanced operating system hardware and software on servers.
- Support and maintain end user requirements, including troubleshooting, account maintenance and training.
- Play a lead role in developing, implementing and maintaining an IT disaster recovery plan.
- Conduct software and hardware evaluations, provide technical analysis and implement systems to meet the Zemen bank's IT goals.
- Develop a strategic IT plan to meet the requirements of bank's overall growth plan to be reviewed on a regular basis with Management and adjusted as necessary.
- Work with a team to automate management tasks, streamline processes and perform standard administration functions as needed.
- Be responsible for managing the IT system to meet strategic goals.

- Perform additional duties as assigned by management.
- Maintain professionalism, good attitude and appropriate behavior with Zemen bank's personnel and clients.

eVentive LLC group of Companies
Offshoring Technology Services
August 2008 - 2010
Position: Technical Specialist
Under Supervision of: Manger, Technology
Major Duties:

- Projects involved
  - FETTAN Money Transfer Project /Network Connectivity/
  - Haile Resort Network Implementation Project
  - Zemen Bank project as a specialist
  - Access Capital SC as a specialist
  - Jupiter International Hotel VPN implementation
- Managing and installing DHCP in Windows server 2003
- Configuring a group policy
- Installation and configuration of semantic endpoint 11 antivirus
- Installing and configuring semantic endpoint client/server antivirus.
- Offering training to end users on customer side.
- Maintaining and troubleshooting PC's
- Configuring Datacenters for the Zemen Bank.
- Setting up Active Directory for the Access Capital SC and Zemen bank.
- Designing Network layout and infrastructure
- Configuring layer 3 Cisco switches
- Maintaining and troubleshooting Network Problems
- Installing and configuring windows exchange server 2007

- Maintaining and configuring Diebold and NCR ATM for Zemen Bank.
- Installation of CR2 software Bank world ATM client (BWAC) on the ATM side for Zemen bank.
- Monitoring ATM manager and ATM Distributor software
- Manage and Follow up the new IT infrastructure Project for the Zemen Bank and Access Capital the Consultant firm
- Configure(Program) and Troubleshoot network equipment at any required projects and services
- Ensuring the network infrastructure is performing at it's best
- Troubleshoot Windows xp and 2003 Servers and streamlining the user policy.
- Taking Backup

Ministry of Finance and Economic Development (MOFED) – Addis Ababa

Sep 2007-August 2008

Position: Help desk support

Under Supervision of: Manager, Information Technology

Major Duties:

- Giving Support for all Federal Institutions regarding IBEX system.
- NB: IBEX is Integrated Budget and Expenditure system.
- Troubleshooting and maintaining windows 2003 server environment
- Checking the smooth functioning of computers and networks within the Organization
- Installing and configuring a wireless local area network
- Managing and Troubleshooting wireless local area network
- Computers maintenance
- Installing, configuring and managing Symantec corporate antivirus for client Computers
- Ensuring the network infrastructure is performing at it's best

Zegha Business University College – Addis Ababa

Oct 2006- Sep 2007

Position: IT Lab Technician

Major Duties:

- Configuring and maintaining an active directory
- Configuring and maintaining a domain based network
- Managing and maintaining workgroup based networks
- Troubleshooting network related problems
- Checking the smooth functioning of computers and networks within the campus
- Installing, configuring and managing Symantec corporate antivirus for client Computers
- Hardware Maintenance and configuring of computers

Education

Unity University

- MBA, Masters in business administration specialized in Marketing (Thesis)

American College of Technology (ACT)

- MCS, Master of Computer Science (On progress)

Zegha Business University College

- B.Sc. Degree in Applied Computer Science

Zegha Business college

- Diploma in Information technology

Menillik II Senior Secondary School (High School)

- Academic Science Certificate

▪ ITIL Foundation Certificate in IT service management

Registration Number: 4522123

Verify here: http://www.itil-officialsite.com/ITILEISCRSquery.aspx

▪ COBIT | Control Objectives for Information Technologies – ISACA

▪ Cisco Certified Network Association (CCNA)

Career ID Number: CSCO11607321

Verification #:400974168037CKCK

▪ VCP-DCV VMware Certification Manage

▪ Certified Stock Exchange Professional

www.IABFM.org

▪ Strategic Assets and Liabilities Management Masterclass

www.IABFM.org

- ITIL Training and certification
- COBIT 5 training and certification
- HP-UX Training in Johannesburg at HP Institute
- Hyper converged infrastructure training in Johannesburg
- VMware virtualization in Cape town
- Project Management Training
- SWIFT Training
- Ethical Hacking I and II training
- Cisco Routers (3600, 2600, 2500, 1800 , 1700 , 1600, 800 series)
- Cisco switches (3500 series, 2900 series).
- Cisco Adaptive Security Appliances (55XX)
- Cisco IOS Firewall feature set (IOS 12.X)
- Routing Protocol (OSPF, EIGRP, IGRP, RIP), Routed Protocol (TCP/IP).
- Implementing VLANs with Switch security features
- Implemented traffic filters using Standard and Extended access-lists and Distribute-Lists
- Installation ,Configuration and Integration of Wireless LANs(WLAN)
- Maintaining , Repairing and Troubleshooting PCs and other related Peripherals
- Microsoft Exchange Server Installation, configuration and Integration
- Win-NT 4.0], [Win 2000 Prof.], [MS Office] , [MS DOS], [MS Windows 98], [MS Windows XP], [MS Windows Vista], [Win 2000 Server] ,[Windows server 2003], [Windows server 2012], [Linux/Redhat[Fedora]] , HP-UX [Unix] and [Cisco IOS]

Languages

- Amharic: speaking, reading, listening, and writing
- English: speaking, reading, listening, and writing

Reference

1) Nebyat Assefa, United Bank S.C. – CIO,

 Mobile: (0944) 084470

2) Elias Berhanu, Abay Banak S.C: - CIO

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3) Amha Taddess, V/president of Information Technology, Zemen Bank S.C

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4) Tilahun Temotewos, Chife Technology Office at Awash Bank S.C

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