***Wael Mahmoud Ibrahim Douleh***

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An IT professional with 18+ years of exceptional track record in handling high-end IT projects as well as providing network and system solutions to some of the reputed entities in the region. My expertise also spans through directing the ERP implementation to facilitate the IT processes. My key skills include network administration, infrastructure development, network security management, technical support, software development and LAN/WAN management, handling technical support operations along with a thorough grasp of network management and system administration.

 **AERAS OF EXPERTIES**

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|   | IT System Administration |   | Project Coordinator |   | IT Team Leadership |
|   | Backup & Disaster Recovery |   | ERP Implementation |   | Service Management |
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 **PROFESSIONAL EXPERIENCE**

**Islamic Finance House Company June, 2019 – Present**

**Head of Technology Management Jordan – Amman**

* Strategy: To create and maintain Information Technology & Management strategy in line with stakeholder needs and in keeping up with current best practice in the field of IT.
* Governance: To ensure Information technology and management are in-line with agreed strategy and policy.
* Development: To manage the further development and implementation of current projects and systems Specifically to manage the development plans for ongoing integrations, the migration of core technologies and tools to the ‘cloud’; the management of project and system dependencies at planning, implementation and support stages; The sign off all project management milestones for IT projects.
* Implementation: To manage the day to day operations of IT systems, ensuring that planning, end-user impact, change management, training, quality management are properly addressed and monitored to ensure that deadlines, budgets and service levels are met and results delivered.
* Supply management: To manage the relationships with (and between) external suppliers, ensuring contracts and service levels are negotiated in line with strategic aims and financial constraints and ongoing service is in-line with agreed contracts.
* Budget: To manage the annual Information Management budget. Responsible for the review, audit and prioritization of all information management tools, including (in partnership with the Finance Manager) the replacement cycle of information technology hardware.
* Service: To organize, implement servicing, and support of all company IT systems to agreed service level standards. To ensure training is provided on any new information management tools that may be introduced, to provide support where necessary.
* Staff: To line manage and develop the Information Management team, working with them to plan and priorities their workloads, set objectives, conduct appraisals and supported to continually improve their performance and results.
* Research: To develop and implement plans, in consultation with key stakeholders.
* Business continuity: To develop and maintain the Major Incident & Business Continuity plan for IT and to implement measures designed to safeguard the Information Technology and Management needs of the company in the event of major incidents or disasters.

**Omnix International Company Jan, 2013 – Jan, 2018**

 **UAE - Dubai**

**Working with Omnix International Company in different projects as the following:**

**Emirates Identity Authority,** as an **Operation Administrator** to work in Electronic Form project, From **January 2013 to October 2016 – Abu Dhabi.**

* Install, configure, and administer the operating system and services on Windows server systems,

And ensure Windows systems are maintained at the appropriate system patch and security fix levels.

* Configure Windows servers to use Active Directory, DNS, Cluster server, Network Load Balance; FTP, IIS Windows based services.
* Application Administrator, to ensure application software services are running 24\*7, monitors internal and external connectivity.
* Install, Configure, and monitor all antivirus, anti-spam protection software for all servers using McAfee Antivirus Enterprise Edition.
* Ensure database configurations and operational procedures for associated services are comprehensively and accurately documented.
* Configure and monitoring and planning backup/recovery, business continuity and disaster recovery strategies for files, database, operating system using Symantec NetBackup Enterprise Edition.
* Monitoring HP 3PAR 7200, P2000, and EMC VNX 5300 storage.
* Administrating Fox Data Diode FTP Solution, unidirectional File Transfer.
* Producing documentation on operational, system and user procedures & guidelines.
* Project Manager Assistant, Coordinate activities, resources, equipment’s, and information, Liaise with clients to identify and define project requirements, scope and objectives, Create and maintain comprehensive project documentation and reports, Issue all appropriate legal paperwork, Assist the Project Manager to prepare a Tender Documents. (Preparing technical requirements, System Requirements, Communicate with the vendors, Coordination with Purchase department, Technical Evaluation for the offers).
* Incident Management, Act as escalation point for all requests and incidents, Coordination of Problem investigations and corrective actions in conjunction with multiple IT teams to ensure that root cause is accurately documented in a timely manner and all activities are tracked effectively and concisely, Author and distribute executive level Problem communication during investigation as well as final closure summaries, Build cases for consideration within the Risk Management process, Communicate effectively with senior management and business stakeholders on the status and remediation of problems, Ensure problem management process continues to meet best practice standards, service level agreements and the needs of the organization.

**Federal Authority for Government Human Resources (FAHR),** working as **Project Coordinator** in **Integration System project,** From **Nov 2016 to January 2018– Dubai.**

* Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures.
* Organizing, attending and participating in stakeholder meetings.
* Documenting and following up on important actions and decisions from meetings.
* Preparing necessary presentation materials for meetings.
* Ensuring project deadlines are met.
* Determining project changes.
* Providing administrative support as needed.
* Undertaking project tasks as required.
* Developing project strategies.
* Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
* Assess project risks and issues and provide solutions where applicable.
* Ensure stakeholder views are managed towards the best solution.
* Chair and facilitate meetings where appropriate and distribute minutes to all project team members.
* Create a project management calendar for fulfilling each goal and objective.
* Work with cross-functional teams to ensure quality throughout the software development lifecycle.

**Western Bainoona Group for General Contracting Feb, 2008 – Dec 2012**

**IT Administrator & Project Coordinator UAE – Abu Dhabi**

* Manages and maintains Microsoft Windows applications and systems including but not limited to Windows XP, Windows Vista, Windows 7, Windows 2003, 2008 Server, Citrix server, Microsoft SQL 2005 server.
* Installation and maintenance of the organization’s local area network hardware/software.
* Manages network operations to include: troubleshooting connectivity problems; installing & maintaining routers; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status; performing backups and restores; Creates and maintains LAN/WAN maintenance logs.etc.
* Ensures technology documents/certificates such as product registrations, maintenance agreements, service contracts, etc. related to technology operations and/or technology services are evaluated, updated and processed.
* Implements, administrates and maintains databases.
* Performs routine preventive maintenance on hardware and software.
* Analyzes technology requirements and develops functional specifications. Conducts comparative analysis and competitive bidding when necessary.
* Assists staff in understanding and using technology; conducts regular staff technology presentations and trainings.
* Presents and implements technological alternatives to streamline functions and improve productivity.
* Develops and maintains technology policies, standards and procedures manual; develops and maintains related technology checklists.
* Manages technology inventory to include procurement and disposal.
* Ensures compliance with all software licensing agreements. Manages and safeguards software media and associated licenses. Tracks software versions. Maintains centralized software use log.
* Responsible for the discovery, mitigation and documentation of information technology risks.
* Ensures for the availability, continuity and security of data and information pertaining to the organization.
* Prepares, maintains and tests a technology disaster recovery plan.
* Manages external technology projects.
* Maintains knowledge on current technology by reading technology periodicals, evaluating new technologies and attending trade-shows, technical seminars and training sessions.
* Develops and manages technology budget and monitors and approves related expenditures.
* Analysis of business process flows and re-engineering for a "best practice" implementation (gap analysis).
* Writing functional specification and business requirements for custom development resulting from the business process flows analysis.
* Responsible for ERP Project Implementation (Finance, fix assets, inventory, service, procurement, sales, HR, transport, crushers) including User Requirement Study, project resources, communicate with the stakeholders and sponsorship the progress of the project, dealing with the project quality assurance and control, ERP Applications setup documentation during analysis, design, development and deployment phases.
* Assist with strategic system development plans, project inception, initiation and concept of exploration.
* Assist in the preparation, review, and compilation of business process flows, policy and procedure documents, and service level agreements.
* Technical team lead, helping developers conform to company standards and fulfill the requirements of their tasks.

**BUZZ Call Center, Emirates Bank Group May 2006 – Jan 2008**

**Customer Services, fujitsu-Siemens project UAE - Dubai**

* Facilitated the phase of product registration through effective utilization of SA (Support Assistant) web tools software Implemented the Warranty Call Management (WCM) software to enhance the flow of work orders, spare parts availability, materials, etc.
* Collaborated with DHL and distributors to attain a customer unit for repairing the anomalies and offered apposite solutions.
* Interacted with the customer to gather requirements, plan the functionality and interface for integration with existing systems.
* Evaluated and defined project requirements, analyzed functions, determined appropriate solutions, performed coding and testing for new/modified requirements to deliver solutions that meet user expectations and aligned with business processes/strategies.

**Turnkey for Information Technology Feb 2005 – May 2006**

**IT Operation Executive Jordan - Amman**

* In cooperation with TIS, local operations staff and key users, provides strategic, budgeting and disaster recovery/business continuity planning to offices and staff in multiple operating, business and functional units.
* Responsible for local inventory maintenance and software license management.
* Monitors security compliance in accordance with TIS standards, policies and procedures.
* Responsible for maintenance of systems documentation such as TIS operations manuals.
* Serves as the technical and communications liaison to and from stakeholders and office key users for TIS communications, initiatives, needs assessments, etc.
* Responsible for procurement, installation and life-cycle maintenance of IT hardware and software (includes PCs, peripherals, and servers, networking equipment, operating systems and other software.
* Provides new staff with PC/account setup and orientation.
* Provides escalated technical support that requires an on-site presence (server, network or PC equipment failure), including data backup recovery. Performs complex software/hardware troubleshooting, patches and re-installations in cooperation with the Enterprise Helpdesk and in accordance with established service level agreement (SLAs).
* Provides consulting/training/education services such as data management and staff training/orientation for standard systems.
* Serves as the IT point of contact and accountable for the IT portion of new office setups, office expansions, etc. This includes relocation and/or installation of voice/data communications solutions, LAN and PC equipment.
* Responsible for local IT vendor, contract and outsourcing management.
* Performs appropriate duties associated with division and TIS project-based activities. Provides backup for other TIS Operations Managers in the region. With TIS, participates in the identification, development and communication of new technology standards and best practices as appropriate.
* Responsible for monitoring data backups in offices to ensure that they are completed on a regular basis.
* Financial responsibility may include working within a budget to complete projects, negotiating and contracting with vendors, assisting with budget development, and meeting fundraising targets.
* Analyze situations, evaluate alternatives, and implement solutions within standards (where applicable) Interpret guidelines and analyze factual information to adapt or modify processes in response to changing Circumstances.

**AbuJaber Group, JordanGPS Oct 2000 – Jan 2005**

**IT Administrator Jordan - Amman**

* Establishes system specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing system infrastructure.
* Establishes system by planning and executing the selection, installation, configuration, and testing of PC and server hardware, software, LAN and WAN networks, and operating and system management systems; defining system and operational policies and procedures.
* Maintains system performance by performing system monitoring and analysis, and performance tuning; troubleshooting system hardware, software, networks and operating and system management systems; designing and running system load/stress testing; escalating application problems to vendor.
* Secures system by developing system access, monitoring, control, and evaluation; establishing and testing disaster recovery policies and procedures; completing back-ups; maintaining documentation.
* Prepares users by designing and conducting training programs; providing references and support.
* Upgrades system by conferring with vendors and services; developing, testing, evaluating, and installing enhancements and new software.
* Meets financial requirements by submitting information for budgets; monitoring expenses.
* Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* Protects organization's value by keeping information confidential.
* Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

 **TECHNICAL EXPERIANCE**

**Operating System & Services:** MS Windows NT4.0, 2000, 2003, 2008, 2012, 2016 Servers, Active Directory, DNS, DHCP, WINS, Group Policy, Print Server, File Server, IIS, FTP, Load Balance, windows Cluster.

**Applications:** MS Internet Acceleration Server 2000, 2003, MS Exchange 5.5, 2000, 2003 server, MS Exchange 2000 Conferencing Server, MS live communication server, Trend, Symantec, McAfee, Kasperskey Enterprise Antivirus solutions, Symantec Backup Exec 10, 11d, Symantec Netbackup Enterprise Backup Solutions, Veeam Backup Solution, Surfcontrol, and web marshal, secure wave, Citrix presentation server, MS Great Plains 10, ESRI Tools (ArcIMS, ArcView).

**Network:** Cisco PIX 515E, Cisco ASA firewall, Symantec Security Gateway, Sonicwall appliances, Forttigate firewall.

 **EDUCATION & CERTIFICATIONS**

* Diploma in Programming and System Analysis, Intermediate University College, Graduated at year 2000

Amman – Jordan

 **PERSONAL INFORMATION**

* **Date & Place of birth:** 03 October 1978, Kuwait
* **Nationality:** Jordanian
* **Marital status:** Married