



yazan al-wahidi

IT Manager at SecuTronic (AI Eatesam Modern Marketing Company Ltd.)

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PERSONAL SUMMARY

A senior IT management professional with 11 years of extensive exposure towards distinctive technologies, having worked with several organizations in the areas of IT infrastructure management, network administration, system maintenance, software integration, service desk management, and technical problem resolution. Well-versed in implementing requirement-based projects cycles to bring about change in existing processes, systems, and operations, through the appropriate application of latest technologies, now looking to create greater impact with a reputed organization. Proficient in Exploring opportunities to work as Senior IT Manager / Project Manager / Head – Service Desk Operations, to employ a broad and useful set of versatile managerial and techno-functional competencies for the achievement of the company's IT vision.

PERSONAL INFORMATION

Birth date: 09 April 1982

Nationality: Jordan

Residence Country: Saudi Arabia – Jeddah

PREFERRED JOB

Preferred Job: Senior IT Manager IT Director Operation manager

WORK EXPERIENCE

Total Years of Experience: 15 years, 4 months

IT Manager at SecuTronic (AI Eatesam Modern Marketing Company Ltd.)

April 2014 – September 2021

Saudi Arabia – Jeddah

Key Responsibilities:

Capacity Planning:

- Collaborating with other members in the IT Team to formulate the capacity plan for the department, in accordance with the overall organizational growth plan.
- Implementing the capacity plan post approval from the company's CEO, and working towards making IT the strategic focal point within the scope of internal operations.
- Developing and rolling-out a robust vision for technological application in the company, handling IT budgets as approved by the CEO.
- Ensuring that all company policies and procedures are complied with throughout the IT function, and deploying industry best IT Management practices to streamline processes.

Network Administration:

- Handling accountability towards the administration, management, and maintenance of the corporate network, in coordination with a team of network engineers.
- Providing guidance and support to the team in developing and implementing strategic network security programs for the LAN and WAN networks.
- Administering control over the data flow in the network, managing servers, and optimizing network performance through the application of high-end hardware / software

technologies.

- Supervising network configuration, maintenance and troubleshooting operations, providing prompt resolution for critical network related issues.

IT Asset Management:

- Strategist the IT purchase policy of the company, and following the pre-defined procedures to procure hardware, software, and network equipment as per requirement.
- Initiating and completing various projects to implement intranet systems, additional security features, specialized software functionalities, developing websites etc, in order to improve existing processes.
- Involved in the design and implementation of IT installation policies for the integration of new software and license renewal of existing software.
- Ensuring that the allocated IT budget is followed diligently, providing systematic account of the expenses incurred, and reporting deviations if any.
- Manage and monitoring ERP (Microsoft dynamic AX 2009)

IT Manager at Gamma Factory

April 2013 – April 2014

Saudi Arabia – Riyadh

Key Responsibilities:

- Handed end-to-end system administration activities with focus on ensuring the integrity of all hardware, server resources, and systems as per the defined parameters.
- Conducted periodic system reviews, checked application logs, and ensured that all assigned tasks including server maintenance, data backup etc, are completion within time.
- Worked towards the cohesive improvement of the existing IT infrastructure in place through the introduction of latest technology trends.
- Managed incidents in line with the standard protocol for troubleshooting and technical problem resolution, post receipt of issue reports from computer users.
- Ensured updated and optimized systems at all times, strategized backup procedures, defined disaster recovery frameworks, and supported business continuity.
- Maintained control over the development, modification, and discontinuation of username and passwords for all employees working on company systems.
- Led and managed the software updation cycle on a periodic basis, maintained update records in a secured database for reference in the future.
- Provided high level consultancy and administration services to the department with regard to the design, development, and maintenance of websites.

Service Desk Manager at Dar Beta

October 2010 – February 2013

Information Technology

Saudi Arabia – Riyadh

Key Responsibilities:

- Functioned as the service desk in-charge, with focus on efficiently resolving network related issues, primarily involving network security, windows server troubleshooting, application bugs etc.
- Defined the service catalog and ensured that it is followed by the team, developed and implemented a robust process for delivering expected service levels.
- Functioned as the technical lead at the service desk, rendered effective incident management and technical troubleshooting support at all times.
- Maintained constant track of log sheets for critical technical issues, and directed the service desk team to address such problems on an urgent basis.
- Worked as the main point of contact for handling escalations, prepared various analytical reports to study customer support issues on a weekly and monthly basis.
- Deployed performance management frameworks through the development of measuring metrics to evaluate the response times of the technical support team.
- Involved in the finalization of service level agreements, improvement of service desk operations, and development of a reliable solution repository for the team.
- Provided effective technical consultancy to the senior management team, with regard to the integration of advanced technologies to improve customer service operations.

Jordan – Amman

Key Responsibilities:

- Reported to the General Manager, monitored day-to-day network logs, maintained server room security, and handled a wide array of IT management activities.
- Handled accountability to provide third level technical support for the assessment, analysis, and resolution of various server related problems.
- Tasked with the integration of systems, migration of databases, deployment of server codes, and management of software / program patches as and when required.
- Defined the company's security framework in order to ensure complete protection against viruses, malware, and unwanted threats.
- Strategized change management initiatives to upgrade servers, install new software, deploy network equipment, and configure intranet systems.
- Handled maintenance of the entire network infrastructure in place, including workstation hardware, system software, and various enterprise applications.
- Ensured network stability at all times by monitoring network performance using sophisticated tools and programs, so that network uptimes are always high.
- Devised the back-up strategy of the company, developed disaster recovery frameworks, and ensured that the dataflow is consistent with pre-set policies and procedures.

PREVIOUS ASSIGNMENTS:

- 1 year and a month: Lab Supervisor, Alquds College
- 1 year and 3 months: System Administrator, Applied Science University

EDUCATION

**Bachelor's degree / Bachelors in
Computer Information System at Applied
Science University
Jordan – Amman
June 2006**
Computer science

SKILLS

Strategic Technology Planning, IT Operations Management, IT Consultancy, Technical Support / Level: Expert
IT Budget Development / Allocation, IT Asset Management, IT Purchasing, Software Licensing / Level: Expert
Technology Deployment, Change Management Projects, System / Data Migration Project Support / Level: Expert
Incident Management, Problem Assessment, Creative Solutioning, Prompt Issue Resolution / Level: Expert
Service Desk Management, Customer Service Processes, Escalation Management, Client Satisfaction / Level: Expert
Leadership, Team Building, Team Motivation, Mentoring and Coaching / Level: Expert
Technical Troubleshooting, System and Software Maintenance, Hardware / Equipment Repairs / Level: Expert
Network Configuration, Lines and Modem Installation, Network Management, Network Security / Level: Expert
Wireless Network Configuration, Backup Management, Disaster Recovery, Business Continuity / Level: Expert
Installing and configuring DNS, FTP, DHCP, Remote Access and Terminal Server Services / Level: Expert
Installation and configuration of Internet Information Services (IIS) for Web Hosting / Level: Expert
Administration of File and Print Server, Microsoft Exchange Server, Active Directory /

Level: Expert
User Access Management, Antivirus / Anti Spam Management, Patch Management /
Level: Expert
Technologies: MS Office Applications, Microsoft OS / Level: Expert
Operating Systems: Windows 8, Windows NT4.0 and 2000, Windows Server 2003 / Level:
Expert
ERP (Microsoft Dynamic AX 2009) / Level: Intermediate
Citrix XenApp / Level: Expert
Firewall & VPN solutions / Level: Expert
Office 365 / Level: Expert
windows server / Level: Expert
system administration / Level: Expert
team leadership / Level: Expert
sql / Level: Intermediate
computer hardware troubleshooting / Level: Expert
team management / Level: Expert
service delivery / Level: Expert
web development / Level: Intermediate
marketing / Level: Intermediate
programming / Level: Intermediate
ms project / Level: Beginner
operations management / Level: Expert
operation / Level: Expert
project execution / Level: Expert
people management / Level: Expert
service management / Level: Expert
risk management / Level: Expert
program management / Level: Intermediate
windows server 2008 / Level: Expert
web design / Level: Expert
pc networking / Level: Expert
servers / Level: Expert
planning / Level: Expert
mail / Level: Expert
hardware / Level: Expert

LANGUAGES

Arabic / Level: Native Speaker
English / Level: Expert

CERTIFICATION

Jul 2006: Microsoft Certified Professional

Expiry date: This certificate does not expire

REFERENCES

Mr. Hani Abo Dames

IT Manager
Applied Science University
962.0788810781

