RaMy Abdallah

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Perhaps every place is presently in need of a talented, motivated, professional with passion for innovation and digital transformation **ONE** that can Manage and follow up IT Services and tools in a dynamic environment with the potential for growth and Also Managing group of people to achieve the goals and mission for the company.

Also, Innovative and Strategic Thinking in IT & Digital Leadership Seeking to Add A Real Tangible Value in a Corporate Environment.

Gaining tremendous experience throughout my career, starting off as an IT Engineer and built my way into an IT executive and managerial During +13 Years of Experience

So, very good communication skills and Competent at managing people with diverse leadership skills with flexibility in my team is important to me.

My enclosed resume will help to provide you with many details of my experiences, achievements, knowledge background and what I could to offer

Thank you for your time and consideration

WORK EXPERIENCE

February 2022 – Present: " IT Manager " – BADRAN GROUP For Trading

Main Role and Responsibilities:

- Leading the design, optimization, and implementation of the IT service management processes for Incident Management, Problem Management, Change Management, Service Request.
- Manage IT staff by recruiting, training & coaching employees, communicating job expectations and appraising their performance.
- Design, develop, implement and coordinate systems, policies and procedures.
- Collaborating with Service Management teams to develop detailed planning activities and coordinating efforts to ensure successful implementations.
- Ensure security of data, network access and backup systems strategy
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Handle business-critical IT tasks and systems administration
- Audit systems and assess their outcomes
- Identify problematic areas and implement strategic solutions in time
- Preserve assets, information security and control structures
- Handle annual budget and ensure cost effectiveness for the IT department.
- Ensuring company policies are followed in affairs related to IT department.

Aug 2019 – Jan.2022: "IT Manager" – DIEF Group investment

Main Role and Responsibilities:

- Manage information technology and Information systems Department.
- Manage IT staff and appraising their performance with daily operations.
- Plan, organize, control and evaluate IT operations
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems strategy
- Managing Backup and Recovery For all Systems and servers.
- Preserve assets, information security and control structures
- Handle annual, Monthly budget and ensure cost effectiveness for the IT Services.
- Ensuring company policies are followed in affairs related to IT department.
- Manufacturing Digital transformation Project Manager.

Aug 2018 – July2019: "Deputy Group IT Manager" – DIEF Group Investment

Main Role and Responsibilities:

- Design and Establish IT Infrastructure by Installing servers, devices and firewalls.
- Monitor the performance of servers, Network, software chosen and hardware.
- Design, develop and implement policies and procedures for all systems.
- Managing Backup and Recovery For all Systems and servers using Acronis.
- Manage & lead technical team for Group Companies to execute Weekly and monthly IT plan set and sent reports to IT Group Manager.
- Ensuring company policies are followed by other Departments.
- Assist Group IT Manager on Plan, new technologies and Budget and sent it to IT Group Manager to review and confirm
- Prepare Documentation for All new IT Projects and teach it to IT team.
- Odoo ERP implementation Project manager.
- Digital Transformation project manager for all Group Companies.

December 2017 – July 2018: "IT Section Head" - DIEF Real Estate investment

Main Role and Responsibilities:

- Design and Establish IT Infrastructure by Installing servers, devices and firewalls for the company.
- Monitored performance of Servers including firewall, DNS server, DHCP Server, AD server
- Monitor the performance of servers, Network, software chosen and hardware.
- Design, develop and implement policies and procedures for all systems.
- Managing Backup and Recovery For all Systems and servers [*Symantec Backup Exec – Veeam*]
- Lead Technical Team to execute Daily Support work for company Department.

Aug 2016 - Nov.2017: "System Administrator and Quality Control "- GIONEE Egypt

Main Role and Responsibilities:

- Optimize and manage our Internal environment
- Ensure seamless network operations through effective Domain controller management [*DHCP-DNS-DC-Cisco Switches-AD*]
- Safeguard our systems with the expertise firewalls. [*Sophos UTM9 – MS TMG*]
- Keep an eye out for needed updates for systems and end point devices
- implement a backup policy, perform backups, and verify backups of internal and external data to ensure data recoverability in case of emergencies [*Symantec Backup Exec – Veeam*]
- Provide technical support and assistance to end-users as a L3, and network issues promptly.
- Build technical documentation, manuals, and IT policies.
- Works under general direction from senior management and provide different reports indicating the IT infrastructure status besides any requested reporting.

June 2011 - Jul 2016: " IT Specialist & Network admin" - G-TIDE Egypt " Uni-Group

Main Role and Responsibilities:

- Fully supporting, configuring, maintaining, and upgrading corporate networks.
- Installing and integrating new server hardware and applications for System Administrators Team to configure.
- Support and administer third-party applications.
- Set up user accounts, permissions, and passwords.
- Resolve problems reported by end user.
- Define network policies and procedures & Ensure network security and connectivity.
- Specify system requirements and design solutions.
- Research and make recommendations on server system administration.

Oct. 2010 - Jan 2011: "Network Engineer" - AI-SHROOQ for medical services and exp.

Sep. 2007 - April 2008: "Visual Basic 6 Tester & technical Support" - FEKRASOFT

Education Experiences

B.Sc. in Information Technology

Faculty of Computers & Information, Menoufiya University 2003 – 2007

Project Management Professional (PMP)

Project Management Institute - PMI

TECHNICAL SKILLS

Enterprise Capabilities (infrastructure):
• Design, Configure & monitor **NETWORKS** (**Switches, Routers, Devices**). **(CCNA)**
• Design, Configure & Administrate **Domain environment** on Windows server 2008,2012,2016, 2019 [DHCP-DNS-DC-GPO]
• Manage **AWS Cloud** Solutions Practices .
• Manage & Implementing Cloud Service **MS Azure** Infrastructure Solutions.
• VMware **ESXi** vSphere Hypervisor: installation, configuration, and support.
• Monitor Servers using **VMware vRealize** Suite
• Manage UTM **Firewalls**: install, Configure and manage (**Sophos** – **PFSense** – **Fortinet -** MikroTik).
• **manage Veeam** Backup & Replication system (Installation and configuration) .
• **Kaspersky** Antivirus Servers and replications - EDR.
• install & Configure **Issabel** VOIP [IP communication services]:Installation and Configuration
• **NUTANIX** Hyperconverged infrastructure (HCI) management.
• Secure infrastructure following up **Cybersecurity** principles according to ISC2
• Set plans for Incident Response, Business Continuity (BC) and Disaster Recovery (DR) Concepts

Programming, Designs and Database Skills:
• **WordPress** web sites Customization
• MS **SQL Server** Installation, Quiring & Maintain) 2000 - 2008 - 2012 ,2016
• Solid Experience in Adobe (Photoshop - illustrator)

Platform Experiences:
• Microsoft Windows 2000, XP,7, 8, 8.1,10 &11
• Microsoft **Windows Server** 2003, 2008, 2012, 2016, 2019
• Linux : Ubuntu – Fedora

Projects Management Skills:
• Manage internal and outsource resources for the flawless execution of projects.
• Ensure that all projects are delivered **on-time**, **within scope** and **within budget** implementing PMP concepts and directions .
• Manage changes to the project scope, project schedule, and project costs.
• **Agile** Values, Principles, and Practices to plan, manage, and deliver solutions in Hybrid Projects.

ERP Systems Experiences:
• **ODOO** ERP Planning, Analysis and administration (*Real Estate, Construction & manufacturing*).
• **Microsoft Dynamics BC 365** ERP Analysis and administration.

IT Services management Experiences:
• **ITIL** V3 Practices.
• **Manage Engine** IT Service Desk - MDM.

Light Current Systems:
• **CCTV** Systems installation and management.
• **IP** Security Camera System installation and management.

Commercial Systems & APPs (Sales Force):
• **MSales** : Android App and back office administration. (Green Land)
• **SalesBuzz** : Android App and back office administration. (FOL, Bisco Masr, Ghandour)
• **Assabil** : Android App and back office administration. (Danone)

CERTIFICATES

- **PMP®** - Project Management Professional | **PMI®**
- **Nutanix** Certified Associate 6 [**NCA 6.5**] & [**NCA 6.10**]
- **Nutanix** Certified Professional - Multicloud Infrastructure 6 [**NCP-MCI 6.5**] & [**NCP-MCI 6.10**]
- **Nutanix** Certified Professional - Multicloud Automation 6 [**NCP-MCA 6.5**]
- **Nutanix** Certified Professional – Cloud Integration – Azure [**NCP-CI-Azure 6.7**]
- **Amazon AWS** Certified Cloud **Practitioner**
- **Cyber Security** Foundation - **CSFPC** | CertiProf
- **Scrum** Foundations Professional Certificate **(SFPC)** | CertiProf
- **Microsoft**® Certified Solutions Associate **(MCSA)**: Windows Server 2012
- **Microsoft**® Certified Solutions Associate **(MCSA)**: Windows Server 2016
- **Microsoft**® Certified Solutions Associate **(MCSA)**: Office 365
- **Microsoft** Specialist: Implementing Microsoft **Azure** Infrastructure Solutions
- **Cisco** Certified Network Associate **(CCNA)** | Cisco NetAcad
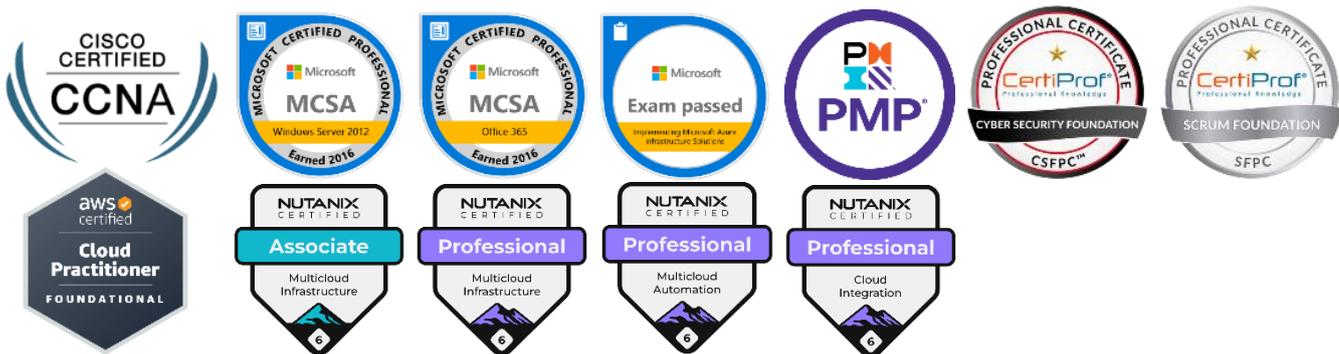
Training Courses:

CCNA (Cisco Certified Network Associate (Net Academy)
• Managed and administered the CISCO equipment installed in the organization.

CompTIA A+ (Self Study)
• Identify and configure operating systems.
• Troubleshoot hardware components.

CompTIA Network+
• network hardware, installation
• Network Security & infrastructure

MCITP (Microsoft Certified IT Professional)
• Windows Server 2008 Active Directory Configuration.
• Windows Server 2008 Network Infrastructure Configuration.

ITIL Foundation V3
• Service Strategy
• Service Design
• Continual Service Improvement
• Service Transition
• Service Operation

(PMI-ACP) Agile™ Online Course – PORTOLEARN Academy / Online Course – PMI Chapter

Nutanix: Nutanix Certified Associate 6 - Nutanix NCP-MCI v6.5 – Cloud Integration (Azure)

AWS Certified Cloud Solutions Architect – Professional

ISC2 Cybersecurity: Certified in Cybersecurity Certification CC

ACHIEVEMENTS

Uni-Group Ticketing System – *G-Tide Egypt* **2013**
- Add All Specification for Peripherals to one data base.
- Manage and control ticketing to solve and meet Work needs.

DIEF Group HQ Infrastructure – *Dief Group investment* **2018**
- Design, install and configure Infrastructure to New HQ and CCTV System
- Link DIEF Group Companies to manage as One Network

Green Minds Plant – *Green Minds one of Dief Group Investment Companies* **2019**
- Design, install and configure Infrastructure and CCTV System to New Plant
  in Burj Al-Arab
- Standardizing all IT policies and Procedures across all the group companies.

Odoo ERP - *DIEF Group Investment Companies* **2020**
- Analysis, Planning and Manage ERP For All Companies

Analysis and Re-Structure Green Minds Work flow *(Digital Transformation).* **2021**
- Analysis, Develop and Redirect Green minds work flow and implement it
  on Odoo ERP

R-Analysis & Manage ERP implementation For ALMOSTAFA **2022**
- Analysis and implement **Microsoft Dynamics** BC 365 For ALMOSTAFA

Branches IT Infrastructure installation or Rebuilt **2022**
- Design & Upgrade IT infrastructure for existed Branches
- Design, install and configure Infrastructure and CCTV System to New branches
  or brands

**Built Infrastructure and sales System on Primes infrastructure (Migrate from Azure)
For ALMOSTA** **2023**
- Design and Install to **On-Premises** Data Center for publishing All systems *(COST Wise)*
- Migrate Servers from **Azure** Cloud to **On-Premises** Data Center & configure all needed
  configurations to Run and publish systems n new environment and save about 70% of cost
- Secure and maintain all needed matters with 3 backup solutions and Scenarios.

PERSONAL SKILLS

- Good communication skills with both team members and clients.
- Good experience working out almost all kinds of projects from small to large scale.
- Interactive and fast enough to learn new technologies and sciences.
- Advanced Research Abilities.
- Hard worker, Ambitious & Responsible.
- Ability to work in a group or individually according to the job requirements.
- professional Management with small and big teams or projects.

PERSONAL Information

Birth Date: 12th January, 1986.
Nationality: Egyptian.
Marital Status: Married.
Military Status: Finished.

Languages

Arabic : *Native Proficiency*

English : *Very Good   (writing & Speaking)*