

ABDALLAH H. ELSAYED

Maadi , Cairo, Egypt | Phone: (+2)01000031073 | LinkedIn: <https://www.linkedin.com/in/abdallah-H-Elsayed/>
Email: Abdallah_hamdy@yahoo.com | Abdallahhamdy1978@gmail.com

IT Infrastructure & Operations Director

Dynamic and motivated professional with over 18 years of experience in technical and managerial roles in the Information Technology field. Proven track record of leading large cross-functional teams through designing, building and operating IT Infrastructure in alignment with current and future business needs. Keen to apply best practices and controls and interested in introducing new technologies whenever possible.

SKILLS

- Strong sense of ownership and commitment.
- Strong team building and leadership skills.
- Strong planning and analytical skills.
- Ability to properly manage time and workloads.
- Ability to work independently and collaboratively.
- Ability to guide, mentor, develop and motivate staff.
- Ability to build good relationships and resolve conflicts.
- Excellent communication, interpersonal and presentation skills.
- Strong reporting skills.

SELECTED ACHIEVEMENTS

- **Project Owner:**
 - Implementing a Traffic Analysis Solution in B.TECH's stores. (2018-2019)
 - Revamping B.TECH's servers' infrastructure hardware and architecture to build a hybrid cloud model with AWS and Azure. (2018)
 - Revamping B.TECH's network's infrastructure hardware and architecture. (2017-2019)
 - Revamping stores Infrastructure for around 75 B.TECH stores all over Egypt. (2017-2018)
 - Creating and Implementing ITIL processes (Event, Incident, Request Fulfillment, Problem, Change, Service Catalog, Demand, Capacity and Service Level) in B.TECH. (2018-2019)
 - Creating and operating B.TECH's Service Desk. (2017)
 - Email migration of all B.TECH users to Office365. (2017-2019)
- **Technical Lead:**
 - Building Fawry's IT infrastructure architecture. (2009)
 - Converting legacy physical servers into a virtual environment in Fawry. (2010-2011)
- **Security Officer:**
 - Obtaining the PCI-DSS 2.0 certificate for Fawry. (2014)

WORK EXPERIENCE

IT Operations Department Manager

B.TECH for Trading and Distribution – Egypt (Aug 2017 – Present)

Leading the operations department unit managers (Data center, Network & Telecom and Service Delivery) and their teams of engineers and technicians to:

- Design, implement and operate the IT Infrastructure and internal IT in alignment with current business needs and future growth plans.
- Design and execute short and long term strategic plans.
- Set IT operations budgets and assets.

- Manage and establish priorities for maintenance, design, development and analysis of IT services.
- Maintain quality control through establishing and maintaining technical operations policies and standards.
- Perform feasibility studies for different new and upgrade projects, conversions and improvements.
- Manage contracts, vendor negotiations and RFPs.
- Implement approaches directly improving the SLAs.
- Create and improve the department processes in compliance with ITIL best practices.
- Oversee the day-to-day technical operations, internal IT activities and staff functions.

Infrastructure Systems Manager

Fawry – Egypt (Jan 2015 – Jul 2017)

Leading a team of engineers to:

- Develop and design IT Infrastructure department to align with business needs and future growth.
- Manage IT operations and infrastructure budgets and assets.
- Manage and establish priorities for maintenance, design, development and analysis of entire infrastructure systems.
- Define operating system and hardware standards in collaboration with stakeholders and owners.
- Design and execute short plus long term strategic plans and to assure infrastructure capacity attains current and future needs.
- Perform feasibility studies for different upgrade projects, conversions and improvements.
- Supervise data center group and lead, direct and utilize knowledge on best practices in area related to infrastructure.
- Manage day-to-day IT technical operations and staff functions.
- Contracts management, vendor negotiations and bid proposals.
- Implement change control process to reduce errors and downtime.
- Implement approaches directly improving the SLAs.
- Initiate a project to adopt some ITIL processes.

System Engineer Manager

Fawry – Egypt (Feb 2009 – Dec 2014)

Leading a team of engineers to:

- Build and maintain the livability of Fawry's production and staging datacenters.
- Responsible for contracts, vendor negotiations and bid proposals.
- Implement change control process to reduce errors and downtime.
- Installation, configuration, maintenance and administration of a complete system (HW, operating systems, databases, middle-ware and In-House built applications) that handles more than 1 million transaction per day.
- Design and implement a new disaster recovery data center.
- Provide day-to-day support for internal and external customers.

System Support Engineer

Sun Microsystems – Egypt (Jul 2007 – Jan 2009)

- Installation, configuration and maintenance of SUN servers and storage for clients within the MENA region.

Systems & Network Administrator

Smart Wireless Systems – Egypt (Oct 2003 – Jun 2005)

- Installation, configuration and maintenance of Linux and Solaris servers and workstations.
- Designing, implementing and maintaining the LAN.
- Backup planning and implementation.

IT Instructor

Freelancer – Egypt (Sep 2000 – Dec 2009)

- AIX Instructor at IBM Centers.
- Solaris Instructor at IT Egypt.

EDUCATION

Ain-Shams University

Sep 1995 - Jul 2000

- Faculty of Engineering
- Major in Computer & System Engineering

CERTIFICATES

- IT4IT™ Foundation. (2017)
- Lean IT Foundation. (2017)
- ITIL® Expert Certificate in IT Service Management. (2017)
- Sun Solaris Certification (SCSA). (2004)

LANGAUGES

- **Arabic** : Mother tongue
- **English** : Excellent written and spoken