

AHMED ELSAYED A. ASHMAWY - MBA, PMP, ITIL, CCNP, MCSA

Address: Jasmine Tower , 2 Al Imam Al Shafee St. , Al Haram ,Giza, Egypt

Email: aeashmawy@hotmail.com

LinkedIn: <https://www.linkedin.com/in/aeashmawy>

Mobile Phones: (+20) 1066628098 or (+20) 1221588966



IT INFRASTRUCTURE MANAGER. IT OPERATIONS MANAGER. IT PROJECTS MANAGER.

MBA holder and **PMP** certified senior IT professional with **14+** years of In-depth hands on experience across different industries “Manufacturing, Mortgage and lease financing”.

- Result-oriented leader with demonstrated success in evaluating and managing IT teams, achieving business results, Implementing high availability infrastructure systems, Managing and controlling IT budget, Develop IT Policies and procedures including disaster recovery plans , backup procedures , Information security and control , IT Support model.
- Project management skills and sound skills of implementing and maintaining integrity and information security of large and complex IT environments.
- In-depth technical experience in managing Data centers, WAN & LAN Networks , Cisco VoIP solutions, Network switches, routers , UTM appliances, surveillance and access control systems , Microsoft windows based servers and services, Backup Solutions, Network management solutions, helpdesk solutions, SAN/ NAS storages, Dell and HP servers’ hardware.
- Skilled in the reorganization of work tasks. Have the spirit of creativity, innovation, and analytical approach.

ACADEMIC EDUCATION & PROFESSIONAL CERTIFICATIONS

- **MBA** (Master of International Business Administration), June 2017, Paris ESLSCA business school.
- **Licentiate of Law**, Helwan University, 2004.
- **PMP** (Project Management Professional) certified ID: # 1747502
- **CCNP** (Cisco Certified Network professional) ID: #CSCO11711015
- **ITIL** (Information Technology Infrastructure Library, Foundation V.3 Certified
- **MCSA** Microsoft Certified Systems Administrator Certified- ID: #3107879

PROFESSIONAL EXPERIENCES

January, 2015~ Present **EL-Taamir for Mortgage Finance Co. “ALOULA”, EGYPT** **(4 Years)**

IT Infrastructure and Operations Manager | Senior Department Manager



Managing El-Taamir for Mortgage and its subsidiaries companies’ IT Infrastructure and IT operations activities to ensure reliable, highly available, easily serviceable and secure environment with suitable/updated IT infrastructure to support daily business operations and business expansion.

Key Achievements include:

- Contributed as team leader with IT team members and CIO in turning ElTaamir's new Information System (**US \$ 1.5 Million** investment) Implementation results from negative to positive in many project's aspects till successful **Go- Live** .
- Successfully managed and leaded critical IT infrastructure changes and upgrading projects including;
 - New Information System required infrastructure preparation, hardware specs and capacity determination and evaluation, New Datacenter preparation, Old Datacenter mobilization, New Headquarter and branch offices’ IT infrastructure preparation.
 - On-premise Email system (MS Exchange 2010) high availability (DAG & NLB array) and WAN High availability.
 - On- premise Call Center and CRM systems implementation.
 - External Website and Face book page redesign.
 - Cisco IP telephony system implementation and Integration with multiple different telephony systems.
- Managed 8 Million EGP IT budget and succeeded in saving around 900K EGP of IT expenditures during 2017 with coordination with IT team members and purchasing department.

Key Responsibilities include:

- Oversee all aspects of IT department operations including;
 - Datacenter and server rooms’ management (28 Servers, SAN & NAS storages, SAN switches, SMS gateway, Cisco core and edge switches, LAN & WAN connections , Access Control , surveillance cameras , UPSs).
 - IT Service delivery and recovery for IT provisioned services including (MS Exchange, Cisco BE600M VoIP system, Active directory, DHCP, DNS, File sharing, end point security system, VMware, etc.)

- Manage the day-to-day operations of IT operation area including incidents and problems reporting.
- Direct, manage, appraise, develop and create training plan for IT operation staff.
- Create, develop and maintain IT standards and procedures including Business Continuity and Disaster Recovery plan.
- Provide high-level and in depth technical assistance to the team and ensuring service and support is provided as stated in the IT service level agreement policy.
- Accomplish financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, initiating corrective action.

August, 2010~ December, 2014 Gozour Group- a Citadel Capital subsidiary, EGYPT. (4.5 Years)

Group IT Networks Manager (January 2012 to December, 2014)



Managing the operation of Gozour's companies' hybrid/multivendor Networks through a global Network Operation Centre (NOC) to ensure that the network infrastructure is running effectively at all times which include continuous monitoring and reporting of all Servers, Services, Routers, UTMs appliances , Network Switches performance and WAN connections utilization.

Key Achievements include:

- Achieved the objective of having a highly available and reliable WAN connections among the group's companies' locations by reaching 98% uptime with low latency instead of 85% uptime, which helped in increasing the productivity of the users who make use of the core business systems like ERP system.
- Introduced and established Network Operation Center to ensure 24/7 monitoring and reporting for all of the IT running Services, Servers , Routers, Switches among the group , which helped in reducing the incidents response time and awareness from 30 minutes to 2 minutes average.
- Decreased the VPN and Internet connections utilization from 89% average to 43% after applying the approved Internet and Network usage policy as well as applying WAN optimization and traffic shaping among the group's companies WAN connections, which helped in running additional IT services over the same connections without paying for connections speed upgrades.
- Initiated and managed different IT projects like; IP Telephony "VoIP" system, Unifying the ISPs, move from ISA server to UTM appliances, datacenters preparation and reallocation) within scope, cost and time.

Key Responsibilities include:

- Develop, refine, and document Network and security policies, processes, procedures, and associated systems requirements and drive their implementation and use.
- Develop all Gozour's group Network section KPIs to ensure achieving the set IT department objectives.
- Develop and monitor Network section annual budget with alignment with Gozour's group IT Budget
- Managing and troubleshooting all Gozour's companies main offices and branches WANs (Microwave, Pre-WiMAX, EFM/Local Loops and 3G APNs) to ensure highly available MPLS/VPN, IPsec/VPN Tunnels connectivity with three Main Datacenters as well as ensuring highly available Internet service to guarantee a continues /non-stopped remote access for Sales Force/Handheld Application server, Email, Oracle and SAP System from anywhere.
- Designing, Configuring, and Managing Gozour's companies' LANs (Cisco Catalyst, HP ProCurve and Dell Power Connect) including; VLANs, InterVLAN routing, LACP & PAgP Ether Channels, HSRP & VRRP Protocols.
- Manage and configure WLANs (Cisco APs, Nanostation Bridges) , VoIP (Cisco CME, Panasonic IP PBX)
- Configuring and managing all Gozour's companies' UTM appliances (Fortigate 110C, 80C UTMs).

IT Service Desk Head (August, 2010 - December, 2011).

Key Responsibilities include:

- Managing and supporting service desk teams in the different sites to achieve company objectives.
- Build a qualified IT team through innovative hiring and training techniques.
- Manage the daily prioritization and assignment of IT responsibilities.
- Manage IT procurement, manage IT vendors and control IT contracts execution and payments versus the planned scope, time, cost and quality.

Systems Administrator: (Starting From 2008 to 2010)

Recommend and implement with the IT Manager the information system strategies, to aid in the achievement of Kandil objectives and to ensure that appropriate information systems and infrastructure are integrated and protected in an efficient and effective manner and that users' gain the maximum benefits.

Key Responsibilities include:

- Install and configure windows Server (2000, 2003 and 2008) Enterprise Editions Clustering (Load Balance and Failover Clustering).
- Install and configure EMC Clariion AX4-5 Storage System (SPs initialization, Create RAIDs and LUNs, Assign LUNs to the Servers)
- Manage active directory users and groups and Directory service replications
- Install, configure and administrate Main services include: DNS, DHCP, MS Exchange (2000, 2003 and 2007), LCS 2005, OCS 2007
- Configure and administrate ISA Server 2004 for both inbound and outbound traffic (about 550 User)
- Installing and configure the terminal servers at the different sites
- Configure and Administrate File Servers (shared folders permissions, Shadow Copies, auditing using File Server Resource Manager, backups) and Print servers
- Administrate, Manage and Monitor Kandil's information security, IT Assets
- Configuring and managing Cisco (Catalyst, Linksys) Switches (VLANs and Inter-VLANs Routing, Switch Port Settings, Etc.)

IT Technical Support: (Starting From 2006 to 2007)**Key Responsibilities include:**

- Provide support and technical issue resolution via Remote control Software, E-Mail and phone
- Install and configure PCs OS and applications
- Identify and correct or advise, on operational issues in client computer systems

March 2005 ~ December 2005 OZ net (Network Solutions), HURGHADA**(10 Months)****Technical Support: Responsibilities include:**

- Implementation and maintenance of the leased lines local loops (Cisco SOHO, Telindus Routers)
- Implementation of the ADSL Connections, the task Includes Installation of the Lines to Raya Telecom Frames as well as the configuration, and troubleshooting of the ADSL Routers
- Installation of the network switches and cables

TECHNICAL AND MANAGERIAL TRAINING COURSES

- Master's degree in International business administration (MIBA), Major "Global Management" from ESLSCA business school, Accomplished in June, 2017.
- Project management PMP Exam Preparation Course (AMIDEAST)
- Dale Carnegie Communication Skills course.
- CCNP (Routing, Switching and Tshoot) training courses (New Horizons)
- MCSE 2003 Course (360 Hours) (YAT Education Center)
- CCNA Course (IT EGYPT)
- ITIL V.3 Foundation Course (IT EGYPT)
- CompTIA A+ Course
- Computer Maintenance Course (Syndicate of Applicators Information Technology & Training)
- YAT Computer Diploma in Programming (YCCP) 102 Hours includes: Visual Basic 6.0 and HTML

COMPETENCIES & SKILLS**▪ Technical Skills**

- **Hardware | Operating Systems | Hypervisors | Services | VoIP Solutions | IT Management systems**
(Installation | implementation | configuration | Administration)
 - ✓ HP ProLiant and PowerEdge Servers.
 - ✓ EMC Clariion AX4-5 SAN storage, HP MSA 2040 storage and QNAP NAS storage.
 - ✓ Cisco 800 series, 1800, 2800, 2911, 2941 and 3845 Routers
 - ✓ Cisco Catalyst "4503, 3750, 2960" Switches
 - ✓ HP Procurve 3750 and Dell Power Connect Switches
 - ✓ Fortigate 80 C, 110 C UTM and Fortianalyzer Appliances
 - ✓ Cyberoam UTM 25ING and 100ING Appliances.

- ✓ Cisco call manager Business Edition 6000M and Cisco Call manager express
 - ✓ Microsoft Windows Server and client (Win2000,2003,2008 , 2012 Server and Win2000,XP,win7)
 - ✓ Linux Environment (basic administration Redhat and Suse distributions)
 - ✓ Microsoft Hyper-V and VMware ESXI.
 - ✓ MS Windows clustering, Directory Service, DNS, DHCP, Terminal Services
 - ✓ MS Exchange 2000, Exchange 2003, Exchange 2007 and 2010.
 - ✓ Microsoft DPM and Symantec backup exec backup systems.
 - ✓ LAN, WLAN and WAN Design and Troubleshooting.
 - ✓ Network management systems (Whatsup Gold , Solar winds , Manage engine)
 - ✓ Manage engine service desk (Incident , problem , change and IT assets management)
 - ✓ Kaspersky business space security solution.
- **Project Management Skills**
 - ✓ Coordinate internal resources and third parties/vendors for the flawless execution of projects.
 - ✓ Ensure that all projects are delivered on-time, within scope and within budget.
 - ✓ Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
 - ✓ Ensure resource availability and allocation
 - ✓ Develop a detailed project plan to monitor and track progress.
 - ✓ Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques.
 - ✓ Measure project performance using appropriate tools and techniques.
 - ✓ Report and escalate to management as needed.
 - ✓ Successfully manage the relationship with all stakeholders
 - ✓ Establish and maintain relationships with third parties/vendors.
 - ✓ Create and maintain comprehensive project documentation.
 - **Management Skills**
 - ✓ IT planning and budget control.
 - ✓ IT Disaster Recovery & Business Continuity planning
 - ✓ IT Policies, standards and procedures formulation.
 - ✓ IT incident, problem, change, assets management and reporting.
 - ✓ Staffing, directing, managing and appraising IT team and developing required training plans.
 - ✓ Set and refine IT team Roles: job description, duties and responsibilities and KPIs.
 - ✓ Suppliers / third-party vendors' relationships management.
 - **Language Skills**
 - English : very good command of both written and spoken
 - Arabic : Mother tongue

PERSONAL INFORMATION

- **Date of Birth:** August 15th, 1979
- **Nationality:** Egyptian
- **Marital Status:** Married
- **Military status:** Exempted