

Hussam AlFarra

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Summary

With years of experience in leading technological initiatives and managing IT teams to support organizational goals. Proven expertise in project management, infrastructure development, and systems integration. Adept at developing and implementing IT strategies that enhance efficiency and reduce costs. Strong background in vendor management, budget control, and ensuring compliance with industry standards. Skilled in fostering collaboration between technical teams and non-technical stakeholders to align technology solutions with business needs. Excellent problem-solving abilities and a track record of success in driving innovation and improving operational performance. Seeking to leverage my leadership skills and technical acumen to contribute to a dynamic organization.

Educations

- ✓ Bachelor's degree in **computer engineering** from American University in London 2002 to 2006
- ✓ Diploma in **Computer science** from Hassib Institute for Technical Training 2002 to 2004

Achievements

- **Passing Road Group**
 - ✓ Obtaining Aramco Cybersecurity Certificate by fulfilling all needed requirements and applying policies and procedures on all Dept. for obtaining the certificate
 - ✓ Obtaining ISO 27001 certification by applying all the requirements of the certificate in terms of protecting the personal data of employees
 - ✓ Create purchasing system with asset management system.
 - ✓ Merge and connect all offices, branches and factories in one network through SD-WAN technology
 - ✓ Built and upgrade main data center in HQ and ICT rooms in the branches for company group needs with government standard to achieve group needs
 - ✓ Transferring and migrate DNS from cPanel (local provider) to Microsoft Platform (Azure AD) for the company group
 - ✓ Implement and configure Azure AD deploy and implement group policy for all users and synchronize with local domain and on premises AD.
 - ✓ Connect company group branches, facilities and plants with HQ through SD-WAN
 - ✓ Migrate, Transfer and implement ERP system to company group (NEXT ERP)
- **Aramex International**
 - ✓ Connect all Aramex expansion offices to the main data center in SDC through MPLS connection by (following up with ISP, configuring cisco routers, HP Aruba Switches, Aruba AP, verify that the cabinet is in secure place physically, Organize all the cable in place, installation of computers and printers for the end users)
 - ✓ Transferring head office DC to a new location by preparing a secure room with Aramex company standards, deploy, install and configure routers, core switch with additional switches with access points controller and follow up with suppliers, Supervision their technical teams to make sure that all the cabling and the end-users can work with time frame and without any interruption
 - ✓ Preparation of IKEA logistics warehouse with doing full network infrastructure diagram and

- implementation, with full coverage of Wi-Fi also connecting it to Aramex MPLS connection
- ✓ Transferring Aramex DC to DSP facility (Mobily) without interruption for the end users in nonworking days as well as troubleshooting the main link with backup and network health and speed.
- ✓ Upgrading all end users' machines with the newest OS by making a schedule with timeframe for each office and dept. and coordinating with the manager or team leader to finish the upgrading with no interruption for work missing any data from any local machine in the domain

Experiences

Passing Road Group

8/2022 till now

IT Manager

- ✓ Starting IT dept. and building IT Team who can handle end user's needs.
- ✓ Starting Security and safety dept. and creating its policy and procedures and identifying key responsibilities for the staff
- ✓ Starting IT sales dept. and start built-up customers database and create company CRM system to grow up company brand and have strategy partnership with global brands such as LENOVO, HPE, Cisco, etc.
- ✓ Identify key responsibilities with daily tasks and projects for IT Team
- ✓ Create, implement and apply, and manage budgeting for the IT dept. with all needed hardware and software and tools for staff needs.
- ✓ Complete the Vulnerability Assessment and Patch Management Process.
- ✓ conduct retesting of mobile applications, portals, and websites
- ✓ full infrastructure penetration testing. Network team to provide access within two days.
- ✓ Identify security gaps in email communication. Implement necessary filters for incoming and outgoing emails. Establish a review process for email security
- ✓ Utilize the asset tracking tool. Instruct employees to register all assets in the network. Generate and analyze asset tracking reports.
- ✓ Integrate all assets with SIEM. Improve SIEM capabilities to reduce false positive alerts. Conduct access reviews. Assess and upgrade SIEM hardware and memory for performance improvement.
- ✓ Prepare a process document. Define, modify, and document the IAM process. Implement IAM through Active Directory, Privileged Access Management (PAM), and role-based access control
- ✓ Draft and obtain approval for the change management process.
- ✓ inform Vendor to upgrade antivirus version. Ensure antivirus deployment on all machines. Define and implement a recurring antivirus update process.
- ✓ Implement backup procedures. Address failed backup items. Establish a calendar for regular backup activities
- ✓ identify an offsite storage location for backups. Transfer backup tapes from Heade office to the offsite location. Establish a backup transfer frequency and process.
- ✓ Develop SOC KPIs and a monitoring dashboard.
- ✓ Conduct a self-assessment and generate a maturity report.
- ✓ Procure necessary OS licenses. Upgrade Windows and Linux OS versions. Address vulnerabilities in outdated OS versions.
- ✓ Implement a patch management tool. Define the scope of patch management coverage. Develop and enforce a patch management process.
- ✓ Assess the status of DLP. Implement the necessary DLP tool. Develop a process and schedule for ongoing DLP activities.
- ✓ Define the data masking strategy and implementation plan

Senior IT Executives

- ✓ Acting all IT Manager tasks and during the swap period as company procedure every 3 years.
- ✓ Managing and monitoring all installed network appliances, systems, and related infrastructure (cloud and on-premises).
- ✓ Installing, configuring, testing, and maintaining network-related operating systems, applications / software / management tools.
- ✓ Ensuring the highest levels of network connectivity and infrastructure availability.
- ✓ Provide expertise for overall network systems infrastructure and its support
- ✓ Troubleshooting, diagnosing, and resolving hardware, software, and other network and system problems.
- ✓ Monitoring network usage and health status in compliance with security policies.
- ✓ Identifying IT security vulnerabilities in the organization's network.
- ✓ Developing and implementing a comprehensive plan to secure organization's IT infrastructure and networking.
- ✓ Keeping up to date with IT security standards and threats development.
- ✓ Creating system guidelines and manuals for the organization.
- ✓ Assist in IT audit for certification process.
- ✓ Responsible for local organization data security and personnel security internal control, drive employee awareness training and compliance standards for the company.
- ✓ Coordinate and/or perform penetration testing and patching.
- ✓ Participate in other projects/tasks as assigned.

Courses & Certifications

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|---|---------------|
| ✓ Information Technology Infrastructure Library 4 | (ITIL4) |
| ✓ Project Management professional | (PMP) |
| ✓ Microsoft Certified System Engineer & solutions associate | (MCSE & MCSA) |
| ✓ Cisco certified Network Associate | (CCNA) |
| ✓ Agile Methodology | |
| ✓ Essential Management skills | |
| ✓ Social Engineering | |
| ✓ Security Awareness | |

Skills

- ✓ Leadership skills, Decision-making, Strong Negotiation
- ✓ Analytical skills, problem-solving
- ✓ managing priorities, Time Management.
- ✓ Experience in Azure AD and Exchange server
- ✓ Experience in Cisco routers 1900 series & switches
- ✓ Experience in HPE, Aruba and DELL switches
- ✓ Experience in Yeastar P560, S50 & Yealink
- ✓ Experience in implementing data on SAP, Odoo, NEXT ERP, Microsoft dynamics 365 systems.
- ✓ Experience in data disaster recovery
- ✓ Experience in DELL SAN storage and NAS storage