MOHAMED IFHAM

IT Manager / IT ASSISTANT MANAGER/ IT SUPPORT - CCNA - MCSA

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SUMMARY

To obtain an IT Manager Specialist, i provide technical assistance and support to company employees and clients. Your responsibilities include resolving technical issues, configuring hardware and software, and troubleshooting problems related to computer systems, networks, and software applications. You will respond to help desk tickets, diagnose problems, and escalate issues as needed. Additionally, you will maintain documentation of IT support processes and procedures, assist with IT projects, and contribute to improving the overall efficiency of IT operations. The role requires strong problem-solving skills, customer service orientation, and a solid understanding of IT systems and applications.

LANGUAGES

English
Arabic
Tamil
Sinhala

AWARDS

Working with Amadeus Light Ticketing Carriers

Dec **2021**

Amadeus

Amadeus Light Ticketing Carriers

Saudi Arabia Level 2-Ticketing and EMD

Dec **2021**

Amadeus

Saudi Arabia Level 2-Ticketing and EMD

ISO 22301:2019 Standard Awareness Training

Aug **2023**

TOPCertifier Pvt Ltd

ISO 31000:2018 Standard Awareness Training

Aug **2023**

TOPCertifier Pvt. Ltd

PROJECTS

Uno Pizzeria & Cafe - Awali Makkah

Aug **2019**

Pre- Opening

EDUCATION

Master Level 5 Diploma in Information Technology

Aug **2022** - Aug **2024**

London Boulvard Business Collage Qualifi

United Kingdom

WORK EXPERIENCE

IT Operation Manager

Oct **2023** - Present -

Moro Global Hotel & Resorts

Makkah

Provide frontline PC and server troubleshooting, resolve IT issues for end users.
Modify configurations, utilities and software default settings.
Support and administer Windows Servers.
Backup and optimize database.
Perform regular system's health check and capacities studies to ensure optimum performance of servers and network.
Provide In-house guest IT related matter troubleshooting.
Install, test and configure new workstations, peripheral equipment and software. Assist with PC setup, IT system and access for onboarding of new users.
Assist in the maintenance and management of IT infrastructure, including hardware and software. Provide technical support to colleagues and address IT-related inquiries and issues.
Assist in managing IT budgets, expenditures, and procurement of technology resources.
Collaborate with IT teams to ensure data security and compliance with industry standards.
Support the evaluation and recommendation of technology solutions and enhancements.
Assist in monitoring and managing IT contracts and vendor relationships.
Participate in disaster recovery and business continuity planning efforts.
Assist in the implementation of IT policies, procedures, and best practices.
Contribute to technology awareness and training programs for colleagues.
Assist in the assessment of emerging technology trends and their potential impact.
Support IT projects and initiatives to enhance operational efficiency.
Assist in the documentation and maintenance of IT processes and systems.
Maintain an up-to-date inventory of IT assets and equipment.
Operate in a safe and environmentally friendly manner to safeguard the health and safety of guests and colleagues, as well as contribute to environmental conservation.
Adhere to the company's environmental, health, and safety procedures and policies.

Information Technology Manager

Jan **2023** - Oct **2023**

QARANBEESH TRADING GROUP LLC - LOGISTICS

Jeddah
Technical Support:
Provide technical assistance and support for incoming queries and issues related to
computer systems, software, and hardware.

Networking and Cabling ,Switching and Router's ,Security Camera indoor & outdoor Installation & Configuration,Port forwarding ,POS Installation software & Hardware ,Internet Connectivity Access Point , Multimedia Sound System ,IP phone system Installation and Configuration with IP extension.Software Installation,Networking Configuration Testing and finalizing,Printer and Hardware devices Installation and configuration

Uno Chicago Grill - Cornich Road Dammam

📅 Oct **2016**

Pre- Opening

Successfully Completed CCTV IP Camera Project in Uno Chicago Grill Restaurants Dammam Kingdom Of Saudi Arabia Five days Project Installation and Training Wiring Pipe Pulling Etc...
Networking and Cabling ,Switching and Router's ,Security Camera indoor & outdoor Installation & Configuration,Port forwarding ,POS Installation software & Hardware,Internet Connectivity Access Point ,Multimedia Sound System ,IP phone system Installation and Configuration with extension,Software Installation ,Networking Configuration Testing and finalizing
Printer and Hardware devices Installation and configuration, NCR Aloha POS System Installation Connectivity with Printers and Kitchen Display System

Moro Global Hotel & Resorts - Makkah

📅 Dec **2023**

Information Technology Setup

Morglobals Contains 35 Hotels Group IP Telephone Connection Multisite Installation and configuration, Micrsoft 365 Email Setup Configuration and Licence, P2P Internet Connectivity with 35 Hotels Stacking & Racking Switches Mounting, Cloud Hotelier PMS Software, Whatsapp Chatbot for Ummra and Haj Purpose

IMC Hospital - Makkah An Naseem

📅 Nov **2024**

Pre- Opening

Racking & Stacking Mounting Switches Aruba 6200F 48 Port 32 Switches.Labling 32 Switches and Mounting, VLAn Configuration. 5400R HPE Aruba Core Switches Module Installation and Configuration. 6200F HPE Aruba 48 Port Switch Configuration & Mounting. 6405v2 HPE Aruba Core Switch Configuration & Mounting. Patchcodes Connectivity with 32 Switches 1536 Patches and Labeling, Fiber Optic Connectivity with Switches and Labling

COURSES

Diploma in Computer Hardware Engineering with Networking

📅 Jun **2002**

Turnkey Computer System - Srilanka

Diploma In Networking Administration

📅 Dec **2005**

Turnkey Computer System - Srilanka

Cisco Certified Network Associate

📅 Mar **2022**

Diagnose and resolve technical issues, both over the phone and in person. Escalate
unresolved issues to the appropriate IT team member or external vendor.
Hardware and Software Setup:
Install, configure, and maintain desktops, laptops, printers, and other peripherals.
Install and update software applications, ensuring compatibility and optimal performance.
Network Support:
Assist with network connectivity issues, including troubleshooting LAN/WAN, VPN, and
wireless networks.
Configure and troubleshoot network printers and other network devices.
User Training and Documentation:
Assist users with basic software and hardware training to enhance their productivity.
Create and maintain technical documentation and knowledge base articles for IT support
procedures and troubleshooting steps.
IT Asset Management:
Track and manage IT assets (e.g., hardware, software licenses, peripherals).
Conduct periodic audits to ensure accuracy of asset records and compliance with IT
policies.
Security and Compliance:
Implement and enforce IT security policies and procedures.
Assist with antivirus management, software updates, and system patches.
Remote Support:
Provide remote support using remote desktop tools and assist users who are working
remotely or in satellite offices.
Collaboration and Teamwork:
Collaborate with IT team members and other departments to resolve technical issues and
improve IT infrastructure.
Participate in IT projects and initiatives, contributing to the implementation of new systems
and technologies.

IT Manager
Jan **2020** - Dec **2023**

HASCO HASAN AL HARBI GROUP - SHIPPING & FREIGHT FORWARDING
📍 Jeddah
IT Strategy and Planning: Develop and implement IT strategies and initiatives aligned with organizational goals and objectives.Collaborate with senior management to define technology roadmaps, budget priorities, and investment plans.
Team Leadership and Management: Lead and manage a team of IT professionals, including hiring, training, mentoring, and performance management.Foster a culture of collaboration, innovation, and continuous improvement within the IT team.
IT Infrastructure Management: Oversee the design, implementation, and maintenance of the organization's IT infrastructure, including networks, servers, storage, and cloud environments.Ensure high availability, scalability, and security of IT systems and infrastructure.
Project Management: Manage IT projects from initiation through completion, including scope definition, resource allocation, timeline management, and budget control.Coordinate with stakeholders to ensure project goals are achieved and deliverables meet quality standards.
IT Security and Compliance: Implement and enforce IT security policies, procedures, and best practices to protect the organization's IT assets and data.Conduct regular security assessments, audits, and vulnerability testing. Ensure compliance with regulatory requirements.
Vendor Management and Budget Control: Manage relationships with IT vendors, service providers, and consultants. Negotiate contracts and service level agreements (SLAs) to ensure cost-effective and high-quality services. Develop and manage the IT department budget. Monitor expenses and justify budget variances to senior management.
User Support and Help Desk Management: Oversee IT support services to ensure timely resolution of technical issues and user requests. Monitor help desk tickets and support metrics. Implement improvements to enhance user satisfaction and productivity.

Cisco - San Jose, California, United States

Saudi Arabia Level 2-Ticketing and EMD

📅 Dec **2021**

Amadeus - Jeddah Saudi Arabia

Describe cloud computing

📅 Jun **2024**

Microsoft

AREAS OF EXPERTISE

Network Infrastructure	Server Infrastructure

Storage Infrastructure	Project Management

Technical Support	Hardware and Software Setup

Remote Support

Software Licensing and Compliance

Problem Solving and Adaptability	Microsoft365

VMWare	End-User Training and Support

IT Project Managment	Surveillance Camera

File and Storage Services

Active Directory Managment

Windows Server O/S	ZOHO Cloud ERP

XERO Cloud Accounts

Racking & Stacking Mounting	Aruba Switches

Aruba Access Points	IT Projects

Wifi Marketing

REFERENCES

Mr. Ayman Aridi

Founder & Managing Director

Mr. Events Dubai
00971509447722
ayman.aridi@mreventsdubai.com

Mr. Sudesh Sudar Dilshan

Chief Executive Officer

SMD International Hospitality L.L.C-FZ
00966502792079
sudesh@unos.com

Strategic Alignment and Reporting: Align IT initiatives and investments with business objectives. Prepare and present regular reports on IT operations, projects, and performance metrics to senior management. Communicate IT strategy, accomplishments, and challenges effectively to stakeholders across the organization.

Continuous Improvement and Innovation: Stay current with industry trends, technologies, and best practices. Evaluate and recommend new technologies and solutions to enhance efficiency and competitiveness.

IT Admin Technical POS Franchisee
Jan **2014** - Dec **2019**

UNO PIZZERIA & GRIL FRANCHISE RESTUARANTS

📍 Jeddah

POS System Administration: Configure, deploy, and maintain POS hardware and software systems across multiple locations. Perform routine updates and upgrades to POS software and firmware to ensure system reliability and security.

Technical Support: Provide technical assistance and troubleshooting support for POS hardware and software issues.Diagnose and resolve technical problems related to POS systems, including connectivity issues, hardware malfunctions, and software glitches.

Vendor Management: Collaborate with POS vendors and service providers to resolve escalated issues and implement system improvements.Manage relationships with vendors, negotiate contracts, and monitor service level agreements (SLAs).

User Training and Documentation: Train end-users on POS system functionalities, best practices, and troubleshooting procedures. Create and maintain technical documentation, user guides, and knowledge base articles for POS systems.

POS System Security: Implement and enforce POS system security measures, including access controls, encryption, and compliance with PCI-DSS standards. Monitor POS system security alerts and take proactive measures to mitigate potential vulnerabilities.

Inventory and Asset Management: Track and manage POS hardware inventory, including procurement, deployment, and retirement processes.Conduct regular audits of POS assets and maintain accurate records in inventory management systems.

System Monitoring and Reporting: Monitor POS system performance and generate reports on system uptime, transaction volumes, and operational metrics. Analyze POS data to identify trends, issues, and opportunities for system optimization and improvement.