

# TAMER ADEL ELKADY

AlRehab City, Cairo, Egypt • +(20) 1111 040 111 • Tamer.ElKady@gmail.com

---

Dear Sir,

As an experienced IT Senior Manager in Telco, I've continually found my greatest successes have been achieved in the areas of strategic planning, business development, Pre-Sales, Service Delivery and Operations. In consideration of your posting, I'm confident that my skills and background align perfectly with the requirements of this role.

Enclosed is my resume outlining more than 22 years of experience in multiple IT roles with various companies. As you will see, my credentials include progressive responsibility with documented success at various organizational levels.

In my present role, I oversee and ensure operational efficiency of Business Intelligence Support and Delivery division that includes Data Warehouse DWH, Data Lake, Artificial Intelligence AI, Analytics, Customer Value Management CVM, Enterprise Resource Planning ERP, Service Management, Robotics, Enterprise Systems Development, Service Delivery and IT core services. In addition, in my prior appointments I was in charge of Public/Private Cloud and ICT Solutions, DevOps, Containers, RISC and x86 Systems, Storage and Data Protection, Automation, and Infrastructure Services. I am known as a versatile contributor with wide experience in most of IT functions, top-flight consensus-building and problem-solving skills, and the ability to make difficult decisions at the right time.

I look forward to meet with you to discuss the opportunity and my qualifications in detail. Connect with me to find out how I'll make your mission my mission, to help bring all of your objectives into focus!

Please contact me at the phone number or e-mail address provided. In the meantime, thank you for your kind consideration.

Sincerely,

Tamer Adel ElKady

Mobile: +201111040111

E-mail : Tamer.ElKady@gmail.com

Linkedin : <https://www.linkedin.com/in/tamerelkady/>

# TAMER ADEL ELKADY

AlRehab City, Cairo, Egypt • +(20) 1111 040 111 • Tamer.ElKady@gmail.com

---

## STRATEGY | LEADERSHIP | PERFORMANCE

Accomplished Executive with experience in combining technical and business solutions to support overall corporate strategic goals. Expert in analytics, problem solving, and in providing superb customer experience; trained in techniques for successfully managing Information Technology teams. Adept at designing, implementing, and maintaining data centers for large enterprises accompanied with the right disaster recovery architecture. Strong ability to build rapport with clients and colleagues and succeed in high-pressure, challenging, and deadline-driven environments. Adept at training, mentoring, coaching, and managing teams. Seeking to utilize hands-on experience in an IT role within an organization that rewards hard work, commitment, and results.

---

## AREA OF EXPERTISE

Pre-Sales • Customer Experience Management • Tendering • Project Management • Service Delivery  
Business Analysis • Vendor Relationship Management • Budgeting • Costing  
Integration • Risk Management • Negotiations • Automation • Analytics • Problem Solving

---

## TECHNICAL DOMAINS

Multi Cloud Computing Public/Hybrid/Private • Virtualization VMware/Microsoft/Oracle/IBM/Redhat  
OS Windows/Solaris/Linux/AIX • Backup Dell/Veritas/Oracle • RISC/x86 Hardware  
Servers and Storages Dell/IBM/CISCO/HP/Huawei/Oracle • High Availability/DR • Storage Virtualization  
Engineered/Converged/Hyper-Converged Solutions • Application Virtualization • Microsoft Solutions  
Containers • BigData • DevOps • IaC • Orchestration and Configuration Management Tools  
HRMS • Robotics • VDI • Development • Service Management • Work Flows Automation  
Video Conferencing • DWH • Data Lake • CVM • ERP • Artificial Intelligence

---

## PROFESSIONAL EXPERIENCE

**ETISALAT MISR, CAIRO, EGYPT • 2006 - PRESENT**

### **BUSINESS INTELLIGENCE SUPPORT AND DELIVERY SENIOR MANAGER**

Leading DWH / AI Support, Data Lake, CVM, Robotics and Automation, ERP and Service Management Support, IT Core Services, Demand and Delivery, and Enterprise Applications teams with the capacity of 40+ subordinate.

### **KEY RESPONSIBILITIES:**

- Develop and execute strategies for DWH, AI, Robotics, Data Lake, and business intelligence.
- Align IT and business processes to support enterprise data initiatives and decision-making.
- Oversee DWH / AI initiatives analytics, ensuring data accuracy, security, and availability.
- Manage Data Lake integration and ensure seamless access to data.
- Establish effective data governance processes for quality and compliance.
- Lead Customer Value Management (CVM) initiatives to optimize customer experience.
- Apply data insights to enhance customer retention, segmentation, and campaigns.
- Oversee robotic process automation (RPA) for efficiency and automation.
- Align automation strategies with business goals and scalability.
- Define demand for BI/IT services and manage successful service delivery to meet business needs.
- Collaborate with stakeholders to align BI/IT strategies with business objectives.
- Lead a 40+ team, setting goals, fostering a high-performance culture, and providing career development opportunities.

# TAMER ADEL ELKADY

AlRehab City, Cairo, Egypt • +(20) 1111 040 111 • Tamer.ElKady@gmail.com

---

## **INFRASTRUCTURE SERVICES, CLOUD AND AUTOMATION SENIOR MANAGER (2019-2023)**

Leading Public/Private Cloud and ICT Solutions, Containers and DevOps, ICT Systems, Storage and Data Protection, Infrastructure Automation, Infrastructure Services, Demand and Delivery, and Enterprise Applications teams with the capacity of 40+ subordinate.

*Previous positions at Etisalat include IT Infrastructure cloud and Systems Manager (2015-2018) ICT Infrastructure Services Manager (2013-2015), Senior Team Leader Hardware & Business Applications Support (2010-2013); Senior Windows Administrator (2008); and Windows Administrator (2006).*

## **KEY ACCOMPLISHMENTS:**

- Etisalat Launch in 2007, Successfully Implemented all Microsoft Tech. from AD, E-Mail, File Share, SharePoint, Printing...etc, in addition to implementation of all IT equipment requirements in Retail Stores required for Etisalat Launch, Managed totally all required RFPs and enterprise agreements for this purpose.
- Building and developing Public/Private Cloud to cater for all business required use cases in addition to the GTM Business Case
- Building full CI/CD and DevOps eco system and building a robust Container Platform, accompanied by a plan for workload transformation
- Managing ICT Solutions RFPs/RFIs via preparing required technical/financial proposals
- Presenting New Products and Business cases to C-Level and Key Stakeholders
- ICT Pre-Sales and Service Delivery for Government mega projects and Enterprise Customers
- Implemented all WFH requirements from Video Conferencing and VDI to enable remote work
- Equipped Meeting rooms with latest technologies from video Conferencing, Interactive screens and seamless Integration with video conferencing.
- Built Robotics farm on top of Virtual Desktop Infrastructure to be able to raise ADSL speed for Etisalat Customers in a period of one month that saved hiring 4000+ customer care agent to accomplish this new Business target.

## **SEIMENS LIMITED EGYPT, CAIRO, EGYPT • 2003 – 2006**

### **SYSTEM ADMINISTRATOR/HELPDESK SUPERVISOR (2005 – 2006)**

Leading all data center infrastructure and helpdesk, developed their strategies, served as IT project manager to oversee shared services with other companies.

---

## **EDUCATION**

**MASTER OF BUSINESS ADMINISTRATION**, Edinburgh Business School, Heriot-Watt University, Edinburgh, Scotland

**BACHELOR OF ENGINEERING, TELECOMMUNICATIONS**, Helwan University, Helwan, Egypt

---

## **PERSONAL INFORMATION**

**DATE OF BIRTH:** 11<sup>th</sup> of September 1981

**NATIONALITY:** Egyptian

**MARITAL STATUS:** Married

**MILITARY SERVICE:** Exempted

**LANGUAGES:** English (Fluent) - Arabic (Fluent)

---