

# AHMED THARWAT

## Senior IT Manager

ahth153@gmail.com | +966593655040 | Riyadh 14718, Riyadh, Saudi Arabia | LinkedIn: <https://www.linkedin.com/in/ahmed-tharwat-al-qeliny>

## PROFESSIONAL SUMMARY

Strategic IT Manager with 10+ years of experience leading enterprise infrastructure modernization and technology initiatives. Expert in network administration and vendor management, with a focus on meeting strict operational requirements. Proven track record in conducting gap analysis to align technology strategy with business goals, optimizing costs by 70%, and ensuring regulatory compliance across complex systems.

## WORK EXPERIENCE

**IT Manager** | Al-Shafi Medical Company 2015-05 - 2026-03 Riyadh, Saudi Arabia

- Orchestrated enterprise IT operations and SaaS-based ERP/POS administration within high-growth retail environments, achieving 100% system integration.
- Led bilingual (Arabic/English) technical support teams, fostering a high-performance culture for rapid office and site expansions.
- Managed the IT department's budgetary oversight, optimizing procurement and operational costs by 70% through strategic vendor negotiations.
- Implemented Jira and Zendesk to streamline SLAs, ensuring robust support for Retail/F&B operational workflows.
- Enforced KSA regulatory compliance and data protection protocols across diverse project sites and retail branches.

**Network Administrator** | Masafat Institution 2012-03 - 2014-03 Riyadh, Riyadh Region

- Spearheaded full-lifecycle infrastructure projects, delivering scalable LAN/WAN, DHCP, DNS and Secure VPN solutions tailored for dynamic operational needs in fast-paced environments.
- Maintained 99.9% system uptime through proactive monitoring and rapid-response technical support using advanced incident management tools.
- Implemented robust disaster recovery plans and VMware-based virtualization to support business continuity across distributed locations.
- Standardized IT governance policies to align with international security frameworks and modern IT support best practices.

**Freelance Web Developer** | Freelancer 2006-01 - 2011-10 Cairo, Egypt

- Delivered high-quality Windows and web applications for 10+ international clients utilizing C#.NET, .Net Core, and SQL Server, consistently meeting aggressive project deadlines.
- Enhanced software reliability and security by 25% through rigorous code reviews and the implementation of best practices in software architecture.
- Provided rapid technical troubleshooting and resolution for complex legacy systems, ensuring zero downtime for client business operations.

## EDUCATION

**Bachelor of Science - Computer Science** | Al-Obor Academy For Information Technology 2002-01 - 2006-01 Egypt

## SKILLS

- Network administration
- Windows Server Admin (AD/GPO)
- Managing Domain Name Records
- Greenfield Project Leadership
- C#.NET / ASP.NET Core
- Documentation
- Budgetary Oversight
- FortiGate Firewalls
- Microsoft Azure
- ITIL Framework
- Organizational policy
- SQL Server
- Training
- VMware ESXi
- Microsoft 365
- SLA & Service Management
- ERP System Administration
- Full-stack Development
- Retail/F&B POS Systems
- Veeam Backup
- Hostinger VPS
- Disaster Recovery Planning
- Startup Environment Adaptability
- ManageEngine
- Bilingual Support Leadership

## LANGUAGES

**Arabic** (Native) **English** (Full Professional)

## CERTIFICATIONS

**CompTIA Network+** - CompTIA

**Microsoft MCTS** - Microsoft

**Microsoft MCSA** - Microsoft