

AHMED MOHAMED ELASKARY

IT MANAGER

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PERSONAL SUMMARY

Experienced IT professional with over 12 years specializing in turnaround management and performance improvement. Skilled in problem-solving, technology needs assessments, implementation, and staff training. Ability to provide a wide range of IT services that enhance productivity and performance while ensuring cost-effective, streamlined operations. Proven track record in leadership for evaluating, selecting, and implementing new information systems technologies, with extensive involvement in full-scale implementations of core IT projects. Eager to bring expertise to your organization.

PROFESSIONAL EXPERIENCE

IT Manager

Nov 2019 - Present

AMN&WAFAA for Security Co

Role and Responsibilities

- Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware.
- Own projects, solutions, and key responsibilities within a larger business initiative.
- Handle business-critical IT tasks and systems administration.
- Research and evaluate emerging technologies, hardware, and software.
- Manage IT assets through their entire lifecycle from acquisition to disposal, responsible for local IT procurement and ensure IT assets are tracked in the inventory system.
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.
- Develop and implement IT policies, procedures, and service level agreements (SLAs), and promote user awareness and compliance.
- Analyze department needs, identify vulnerabilities, and boost productivity, efficiency and accuracy to inform business decisions.
- Ensure network components meet needs and work together seamlessly, using the full range of capabilities, and stay informed about new features and competitive solutions.
- Continuously analyze current process, technologies, and vendors to identify areas of improvement.
- Prepare cost benefits analysis reports when upgrades are necessary, continuously analyzing vendors to ensure they offer the best possible service and value for company needs
- Prepare, track, and control the annual IT operations budget.
- Implement of Microsoft Dynamics 365 Finance For AW.
- Provide technical and advisory support to departments to drive operational efficiency and digital transformation.
- Develop and execute disaster procedures, and maintain data backups.
- Implement security systems for 13 branches and get the approval from Saudi Central Bank.
- Participate in cybersecurity implementations in coordination with security specialists and external partners, contributing to the deployment of cybersecurity controls aligned with SAMA and NCA requirements

System Administrator

Jan 2017 – Nov 2019

AMN&WAFAA for Security Co

Role and Responsibilities

- Installation & Configuration of Systems & Printers.
- Managing Users & Group accounts, rights on shared Folders
- Troubleshooting for LAN Infra related calls.
- Responsible for troubleshooting Hardware & Operating System and software,
- Remote Desktop support to end users.
- Handling all kinds of Desktop and Server Support (remote calls, installing operating system & additional software include PM on Servers side)
- Handling Trouble tickets raised by the users of the client's product/service through phone calls.
- Managing & Configuring emails and support on Gmail and Outlook for end users.
- Working Knowledge on Protocols like TCP/IP, DHCP, DNS etc.
- Working as an application specialist for R6 project.
- Application Support for E-locks & CC Bags & ERP and GPS/CCTV.
- Handling HQ Data Center & Shifa CC Data Center.
- Handling infrastructure support for Video Wall & Avaya Telephone system & CCTV Room.
- Support as System Administrator to CCC Room.

System Administrator

Jan 2016 – Dec 2016

Mohamed Al-Manea Factory

Role and Responsibilities

- Installation & Configuration of Systems & Printers.
- Managing Users & Group accounts, rights on shared Folders.
- Managing & Support for All MS Windows Operating System.
- Troubleshooting for LAN Infra related calls.
- Responsible for troubleshooting Hardware & Operating System and software,
- Providing Remote Support using Remote Desktop.
- Handling all kinds of Desktop and Server Support (remote calls, installing operating system & additional software).
- Handling Trouble tickets raised by the users of the client's product/service through phone, email or remote access.
- Managing & Configuring MS-Outlook for end users.
- Working Knowledge on Protocols like TCP/IP, DHCP, DNS etc.
- Handling Data Center.
- Application Support for ERP System.

System Analyst

Mar 2014 – Feb 2016

OrbitsEng Company

Role and Responsibilities

- Provide the detailed analysis and design of a project.
- Provided and created all use cases and domain diagrams.
- Identity, and ensure that new technical requirements are properly integrated with existing processes and skill sets.
- Interact with internal users and customers to learn and document requirements that are then used to produce business requirements documents.
- Write technical requirements from a critical phase.
- Preparing Test Scenarios, test cases.
- Preparing Suggestion Documents to improve the quality of application.

Network Engineer

Aug 2011 – Jan 2012

Faragalla Food Industries

Role and Responsibilities

- Serve as the first contact with customers who need technical assistance via the phone or email.
- Perform troubleshooting using different diagnostic techniques.
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues.
- Provide quick resolution and excellent customer service.
- Redirect unresolved issues to the next level of support personnel.
- Provide needed information on IT products or services.
- Keep record of problems and their resolution.
- Follow-up with customers.
- Provide feedback on processes and make recommendations on areas to improve.
- Maintain technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting.
- Suggest improvements on procedures.

EDUCATION

Faculty of Computer & Information, Bachelor of Computer Science.

2007 – 2011

SKILLS

- IT Strategy & Management
- Project Leadership
- Network Infrastructure
- Data Center Operations
- System Administration
- Team Management
- Vendor Relations
- Process Improvement

LANGUAGES

- Arabic
- English