

OBJECTIVE

Seeking a challenging opportunity with a dynamic organization to apply and further enhance my experience, planning, organizational, analytical, and communication skills.

CONTACT

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EDUCATION

Modern Academy

BA. Business Administration
2003

SKILLS

- CCNA
- CCNP
- MCSA
- Clouding AWS
- MOS
- Microsoft 365
- SQL
- Digital Transformation
- Data Analysis
- Project management
- Problem Solving
- Communication Skills

Haitham Ali Amin

INFORMATION TECHNOLOGY MANAGER

Experienced IT Manager with more than 20 years of leadership in IT, overseeing infrastructure, application support, and security services.

Committed to ensuring user satisfaction through the precise delivery of technical solutions.

A proven leader in directing the maintenance operations, and support of intricate systems.

Highly skilled in developing requests for proposals, conducting technology needs assessments, and providing staff training

Work Experience:

E-Service and Solution Section Head

TEPCO Group - April 2022 – Present

A crucial team member tasked with overseeing the proficient execution and administration of technological initiatives that span across the entire organization.

Collaborating closely with business proprietors and IT stakeholders, this individual seeks to comprehend their developmental requirements as well as to promote the realization of any sanctioned resolutions.

1. Collaborated with technical personnel to conduct a system audit and ensure timely and functional implementations of ERP / CRM.
2. Oversight of the entire software implementation life-cycle.
3. Scrutinized alterations before Key Users conducted their acceptance testing.
4. Configured and executed changes to system software.
5. Conducted diverse tests on processes and created necessary documentation.
6. Vigilantly monitored and evaluated application performance to detect potential inefficiencies, and collaborated with developers to implement effective solutions.
7. Defined optimal enterprise processes and guidelines, and customized them for individual applications.
8. Managed and monitored installed systems to ensure the highest level of availability.
9. Implemented, developed, and tested the installation and updating of file servers, print servers, and application servers.

CERTIFICATIONS:



Information Technology Manager

TEPCO MV-Plant – July 2012 – December 2021

As an overseer, I am responsible for managing the daily operations of the IT department, guaranteeing reliable and secure functioning of systems, services, and infrastructure. My leadership encompasses the execution of various strategies involved in designing, developing, and executing the networks and servers with the assistance of expertly managed teams.

1. Effectively administered network and system performance by conducting meticulous troubleshooting, deploying security patches, and conducting regular maintenance.
2. Articulately formulated and documented network policies, procedures, and standards.
3. Designed sophisticated preventative maintenance schedules to preclude unwarranted downtime and hardware malfunctions.
4. Supervised IT department operations and facilitated employee training.
5. Aptly ingested key product management road map objectives and requirements to craft a comprehensive product technology strategy.
6. Communicated eloquently with the executive team and CEO to optimize development efficiencies and resolve complex technology issues.
7. Demonstrated a comprehensive understanding of cutting-edge hardware, software and networking technology.
8. Fostered collaborative relationships with other departments to effectively meet IT requirements and appropriately integrate and secure systems.
9. Coordinated IT operations to ensure an effective and efficient delivery of daily business needs.
10. Interacted proficiently with vendors, outsourcers, and contractors, adeptly securing the necessary products and services.
11. Played a pivotal role in the development of long-term departmental growth strategies and resource allocation.
12. Orchestrated technical training and professional development for staff members.
13. Facilitated the creation and termination of user accounts through the entire end-to-end process in business applications.
14. Directed the development and implementation of cutting-edge improvements to support network operations in a well-coordinated manner.
15. Skillfully and comprehensively developed and executed measures and procedures to safeguard IT systems from cyber threats and data breaches.
16. Collaborated diligently with executives to provide advice and plan for both short-term and long-term IT system upgrade requirements.

Language:

- First Language: Arabic
- Second Language: English

Level: Upper-Intermediate

17. Managed with great accuracy the life cycle replacement of hardware and software with consummate expertise.
18. Provided astute guidance about organizational technology strategy and roadmaps.
19. Personalized technology solutions and promptly repaired issues as they arose, always based on staff requests.
20. Diligently analyzed network security and the current infrastructure, meticulously assessing areas in desperate need of improvement.

Senior System Administrator**TEPCO MV-Plant – Aug 2009 – June 2012**

Responsible for overseeing and preserving TEPCO's computer systems and networks.

1. Ensures that all hardware, software, and network infrastructure are in a state of optimal conditions.
2. Impervious to any vulnerabilities.
3. Accountable for resolving any glitches encountered.
4. Monitoring the system's performance to provide recommendations for further refinement.
5. In charge of administering contingency measures such as backups and disaster recovery protocols.
6. Ensuring strict compliance with regulatory standards of the industry.

Information Technology Manager**Egyptian Company for Development and Investments – Jan 2006- Dec 2007**

Oversees and manages the day-to-day operations of the IT department, ensuring the reliability and security of systems, services, and infrastructure. Also provides leadership to teams focused on the development and implementation of networks and servers.

1. Monitors the day-to-day performance of computer systems and IT professionals, responding promptly to incidents and issues in order to ensure the smooth operation of networks, systems, and servers.
2. Plans and implements the design of network topology and backbone, both passive and active.
3. Devises and implements comprehensive IT policies, procedures, and standards that cover areas such as network, internet, and email usage.
4. Constructs and puts into action proactive and preventive maintenance plans that minimize the risk of system downtime.
5. Possesses extensive knowledge of the latest hardware, software, and networking technologies.
6. Collaborates effectively with other departments to ensure that the integrated systems employed by the organization fulfill their IT requirements and are securely implemented.
7. Coordinates IT operations activities to deliver a seamless, uninterrupted flow of business services on a day-to-day basis.
8. Interacts and negotiates with vendors, sources, and contractors to secure the best products and services for the organization.

Information Technology Consultant

Free Lancer 2003 – Present

The scope of Work often fluctuates based on the particular project or providing Information Technology services. Nevertheless, there are some general tasks and obligations that an IT consultant might be expected to fulfill:

1. **Scrutinizing IT systems:** Managing the corporation's existing IT systems, procedures, and technologies. This process encompasses identifying opportunities for improvement and proposing solutions to heighten system operation.
2. **Devising IT strategies:** Assisting a corporation in generating an IT strategy for their upcoming necessities. This entails identifying novel technologies that could benefit the enterprise and outlining plans for implementing those advancements.
3. **Managing IT projects:** Carry on the accountability for managing and supervising IT projects from beginning to end. This includes producing timelines and budgets, as well as tracking progress, and ensuring timely delivery and cost efficiency.
4. **Providing technical counsel:** Providing technical advice and guidance to clients and team members. This encompasses recommending software or hardware solutions and aiding in the implementation of those resolutions.
5. **Carrying out risk evaluations:** Conduct risk assessments on IT systems to discover vulnerabilities or possible threats. They may then propose security measures to shield the enterprise's IT infrastructure.
6. **Devising training programs:** carry on the liable of organizing and presenting training programs to facilitate user comprehension of new technologies or systems. This comprises the creation of user manuals and training resources.
7. **Providing continuing support:** Present ongoing support to clients after a project has been finalized. This encompasses furnishing technical support and troubleshooting services to overcome any obstacles that may arise.

Organizations Been Supported:

1. RTC (Regional Training Center) a USAID project, in collaboration with the Faculty of Medicine at Ain Shams University, accommodates a total of 60 users, and provides support to 5 fully-equipped training rooms and a conference hall with complete equipment.
2. The Quality Association for Hospital Management is a provider of exemplary healthcare training services, providing support to a total of ten distinguished users and two state-of-the-art training rooms, fully equipped to deliver the highest quality learning experience.
3. Canyon Travel specializing in tour operator and hotel accommodations, provides support for 12 individuals.
4. The Alaa Charity Organization for Rehabilitation of Individuals with Special Needs is a non-governmental organization providing support for 40 beneficiaries. computer lab specifically designed for special needs individuals, in addition to three training rooms fully equipped with the necessary tools and resources.

Helpdesk Support

Al-Rafie Hospital – Makka El-Mokrama KSA Dec 1998 – Nov 2003

Acting as the primary point of assistance for users.

1. Supervised the installation of new technology and trained personnel.
2. Guided the user through a series of steps to diagnose the problem and execute a feasible solution.
3. Checked the components for their full power potential before and post updates.
4. Collaborated with document imaging technologies and deployment software.
5. Set up and installed hardware, devices, data migration, and software.
6. Eradicated malware, ransomware, and other security threats from laptops and desktop systems.