Ahmed Mahmoud Wattar

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Professional Summary:

Having over fifteen years of experience in the information technology field in multiple sectors such as (FMCG, Manufacturing, Healthcare, Sales, Financial, Advisory, Audit, Logistics, Government, Real-estate & System integrators).

Facilitating companies & organizations reaching their goals through (Digital transformation, Technology adoption, IT Governance, Policies & procedures, Business continuity & Risk management plans, market forecasting & budget development).

Great hands-on experience in IT Infrastructure technical areas, ERP & Business core application implementation such as (Systems, Networks, Security, Virtualization, Storage, Backup, Datacenter designs, Cybersecurity, SAP, Oracle, LIS "Lab information systems", and Sales force automation).

Outstanding track record of increasing the IT department efficiency, reaching the highest levels of automation, productivity & proactivity by leading, coaching, and recruiting great calibers.

Confident that I can offer you what you seek to achieve your goals through the IT department.

Key Skills & Experiences:

- Delivering the organization's IT vision and translating it into actionable goals.
- Designing & implementing the organization's IT infrastructure to the highest technology practices & standards.
- Formulating & implementing business continuity & disaster recovery plans.
- Ensuring the availability & continuity of IT services.
- Identifying future challenges in the IT landscape & developing mitigation strategies.
- Overseeing departmental budgeting & market forecasting within the organization.
- IT staff recruitment, Leading & coaching.
- Identifying security vulnerabilities & eliminating them with strategic solutions.
- Digital Transformation & New top-notch technologies adoption.
- Developing & enforcing the organization's IT (Policies & procedures, SOPs – Standard operating procedures).
- Migrating & designing Datacenters & Disaster recovery hot and cold sites.
- Reaching minimum RTO "Return Time Objective" & RPO "Return Point Objective" levels for backup & restore.
- Designing & planning the organization's IT Road map & strategies.
- Designing connectivity with redundancy best practices to insure availability & cost efficiency.
- Self-auditing ensuring security standards are followed & implementing new standards if needed.
- Tracking & documentation of all IT incidents & projects.
- Periodical training to ensure the enlightenment of end users with the latest security threats.
- Governance of data & information access ensuring the confidentiality, integrity, and availability of the information.
- Agility in delivering IT projects with the highest quality scoring quick wins.
- IT business analyst help connect (IT) with company leadership, interpreting the stakeholders' business goals into specific deliverables, then overseeing their technical development through (IT).
- Setting IT KPIs to the highest standards to ensure the best SLA – Service level agreement and QoS - the quality of service.
- Segregations of deities across IT teams and members to set the highest responsibilities matrixes.
- Accountability, Risk analysis, BAI - Business impact analysis, ROI – Return of investment study and analysis, compliance management, reporting, dashboards, teams building, vendor management, project management, ISO, COBIT, ITIL, Standard, Framework, Governance, efficiency, resilience, POC – Proof of concept, Value, Agile, ITSM, Service desk, Solutions architect, Business analyst.

Certifications & Coursework:

Management:
- PMP (Project Management Professional). (EMak Academy)
- ITIL v.3 Foundation. (Self)
- ITIL v.4 Foundation. (GR671309777AW)
- Microsoft SME (Small Medium Enterprises). (Microsoft)
- CISA (Certified Information Systems Auditor). (Self)
- IT Enterprise Architect. (Self)

Systems:
- MCSA 2012 (Microsoft Certified System Administrator). (Self)
- MCSE 2003 (Microsoft Certified System Engineer). (Microsoft)
- MCSE: Messaging (Exchange 2013). (Self)
- RHCSA (Red Hat Certified System Administrator). (IT Valley)
- CompTIA (A+ & Server+). (IT Gate Academy)
- IBM Certified Specialist - System X Servers. (IBM)

Virtualization:
- VCP-DCV 6.5 (VMware Certified Professional). (Self)
- MCTS: Microsoft Hyper-V Server 2008. (Self)
- CCA (Citrix Certified Administrator) XenServer 6.1. (Self)
- IBM Cloud Systems Specialist. (IBM Africa Technical Academy)

Network & Security:
- CCNA (Cisco Certified Network Associate). (Cisco Academy)
- CCNA Security (Cisco Certified Security Associate). (Self)
- Cisco CCIT Essentials. (Cisco Academy)
- Cisco Cybersecurity. (Cisco)
- CompTIA (Network+ & Security+). (IT Gate Academy)
- ACMA (Aruba Certified Mobility Associate). (Aruba Networks)
- IBM Security Intelligence Analyst. (IBM Africa Technical Academy)
- MCTS: Microsoft Forefront Threat Management Gateway (TMG). (Self)
- FCNSA (Fortinet Certified Network Security Associate). (Fortinet)
- WSGAP (Web Security Gateway Anywhere Professional). (Triton)
- CWNA (Certified Wireless Network Administrator). (Self)
- CWTS (Certified Wireless Technology Specialist). (Self)
- CEH v.8 (Certified Ethical Hacking). (Self)

Storage:
- IBM Certified Specialist - System Storage DS520. (IBM)
- EMCISA (EMC Information Storage and Management). (Self)

Technical Proficiencies:

Firewall Solutions:
FortiGate, Palo Alto, Forcepoint, Sophos, WatchGuard, SonicWALL, Cisco ASA, Cisco Meraki, Bluecoat, F5 Big-IP, Websense.

Storage Solutions:
IBM DS5020, IBM Storwize V7000, DELL EMC Data Domain, DELL SC4020, Q-Nap, NetApp, EMC VNX, vSAN, FreeNAS.

Servers Solutions:
IBM Blade Servers (System X), DELL Blade Servers (PowerEdge), DELL vBlock, DELL VxRail, Lenovo Blade Servers (Think System), HP ProLiant, DELL PowerEdge, IBM Tower, Lenovo Think System, Cisco UCS.

Virtualization & Cloud Solutions:
VMware (5, 5.5, 6, 6.5, 6.7, 7) - (ESXi, vCenter, vSphere, P2V, Horizon View, NSX, SRM), Microsoft (Hyper-V), Microsoft (Azure), Citrix (Xenserver, XenApp, XenDesktop), AWS, Microsoft 365.

Operation Systems:
All Microsoft Windows & Windows Server versions, Ubuntu, Red Hat, Oracle Linux, MAC OS.

Backup Solutions:
Symantec Backup Exec, Symantec Net Backup, Veritas Backup Exec, Acronis, IBM Open Fabric, Veeam.

Endpoint Security Solutions:
Trend Micro, Symantec Endpoint Security, GFI, Kaspersky, MacAfee.

Monitoring & 3rd Party Solutions:
Spice Works, Manage Engine (All Solutions), SolarWinds (Orion), Forti Analyzer, Splunk, Wireshark, PTRG, Veeam One, SOTI, MDM.

Collaborations Solutions:
Microsoft (Office 365, Exchange 2013-2019, Skype), Google Suite, IBM (Louts Notes, Right FAX), BlackBerry Server, Grand Stream, ASTRA PBX, AVAYA IP Office, Cisco UCM.

Network & Security Solutions:
Cisco (Catalyst, ISE & DNA), 3Com, HP, Fortinet, Aruba, D-Link, TP-Link, MicroTik, MPLS, DHCP, DNS, IDS, IPS, DLP, VPN (SSL, IPSec), DMZ, LAN/WAN, UTM, Access Control, CCTV, Microsoft Intune, 2 Factor authentication.

ERP & Business Solutions:
Oracle E-Business Suite, SAP S/4HANA, LIS "Lab Information System", Sales Force "Sales Force Automation BI Technologies", Microsoft Power BI, Incorta, Microsoft SQL, Database, SSO – Single Sing On.

Work Experience & Key Achievements:

Group IT Director - (AMG- Alfa Medical Group), Cairo, Egypt.	July 2021 - Present

Responsibilities & Key Achievements:
- Directing IT divisions & teams across all AMG business units (Alfa Labs, Alfa Scan & SAFA Hospitals).
- Managing over 5000 Users, 8000 Endpoints over 220 Branches, & 30 IT Team members.
- Developing & implementing IT Policies & Procedures over the whole group.
- Planning IT Road map, Strategies, Budget & Projects for the group IT department.
- Migrated the whole group to Microsoft 365.
- Migrated all business units Datacenters physical servers to virtualized environment on VMware.
- Adoption of Fortinet full network solution (Firewalls, Switches & Access Points).
- Cost saving of connectivity budget by (2M per year by adopting SD-WAN technology).
- Developing & forcing IT governance by publishing 6 IT policies & procedures.
- Overseeing SAP implementation for the group.
- Securing the (LIS – Lab Information System) database availability with Oracle data guard.
- Securing the (LIS – Lab Information System) application nodes availability with DMZ and load balancer with multiple nodes.
- Implementing VEEAM as a Backup solution for the group datacenters.
- Implementing IT Ticketing system with ITIL standards for the whole group.
- Implementing Microsoft AD, and federation over the group units.
- Implementing multiple layers of security over the network, systems & users at internal & external access levels.
- Implementing a centralized printing solution (Uniflow) with a cost saving of 3M of printing cost.

IT Manager - (KPMG Hazem Hassan), Cairo, Egypt.	Jan 2020 – June 2021

Responsibilities & Key Achievements:
- Focal point for KPMG ITS Global in Egypt.
- Performing IT External audits with the KPMG Egypt advisory team for clients across Egypt.
- Performing IT Internal audits with KPMG Egypt (NITSO).
- Managing over 1500 Users, 3000 Endpoints in the firm, & 15 IT Team members.
- Planning IT Budget & Projects for the IT department.
- Migrated the whole firm to Microsoft 365 during (COVID-19) Peak in just one month.
- KPMG MESA IT of the year achievement.
- Migration of the firm Datacenter from the old building to the new one with no downtime.
- Virtualized the firm datacenter to VMware with no downtime.
- Overseeing the migration from Oracle to Microsoft 365 Dynamics.
- Overseeing the SAP CLARA Project.

IT Infrastructure Manager - (SPEED Ahmed Hassan Co. – P&G), Alexandria, Egypt.	Jan 2017 – Dec 2019

Responsibilities & Key Achievements:
- Managing over 2000 Users, 5000 Endpoints over 22 Branches, & 9 IT Team members.
- Focal point of contact and PM of (P&G) IT Projects.
- Developing & implementing IT Policies & Procedures in the IT department.
- Planning IT Road map, Strategies, Budget & Projects for the IT department.
- Virtualized the datacenter to VMware with no downtime.
- Designing & implementing disaster recovery datacenter, using the older servers' hardware with a cost saving of 3.5M.
- Adopting Virtualized desktop technology (VMware Horizon View), saving the cost of new devices in branches by 1.5M.
- Implementing (Sales Force – Sales force automation) application by BI Technologies.
- Upgrading Oracle database & application to 11g DB & 12 APP.
- Implementing POS remote assistance and MDM – mobile device management SOTI.
- Replacing POS devices with Android Smart Phones with a cost saving of 20M of POS operation costs.
- Reduction of IT headcount cost by redistributing the IT team & implementing centralized & remote assistance.

Group IT Deputy Manager - (MEG- The Coca-Cola Bottling Company), Cairo, Egypt.   Jan 2011 – Dec 2016

Responsibilities & Key Achievements:
- Acting as IT Department Manager & reporting directly to CIO.
- Managing over 2000 Users, 3000 Endpoints over the company 5 factories, & 8 IT team members.
- Virtualized the datacenter to VMware with no downtime.
- Oracle Implementation & migration on VMware.
- Migrating company email system from (Lotus Notes) to (Microsoft Exchange).
- Migrating company email system from Microsoft Exchange to Microsoft 365.
- Designing & implementing disaster recovery datacenter.
- Implementing FortiGate Firewall across all the factories in Egypt.
- Designing & implementing backup and restore policies using Symantec Backup Exec.

Senior Network Engineer - (High Tech Vision), Cairo, Egypt.   Jan 2009 – Dec 2010

Responsibilities & Key Achievements:
- The lead of the Pre-Sales & Technical Team.
- Being one of the only 3 certified engineers from "ARUBA", acting as the first line of support for "ARUBA" in Egypt.
- Installing Aruba wireless system in all "Metro Market" branches across the country.
- Aruba remote branch solution project (RAP) with "The Ministry of Health".
- "Mansour Group" whole network installation & configuration.
- Installing Aruba wireless system in all "Coca-Cola Factories" across the country.

Senior Technical Support Engineer - (IT Generations), Cairo, Egypt.   Feb 2003 – Jan 2007

Responsibilities & Key Achievements:
- Lead the technical support team in the company.
- Supporting the company's customers over phone, remotely, or through physical visits.

Education & Personal Information:

Education:

- Cairo University Beni-suef Branch (2002-2006) Faculty of Commerce (Bachelor of Accounting).
- MBA - Arab Academy for Science, Technology & Maritime Transport (In-Progress).

Languages:

- **Arabic:** Native language.
- **English:** excellent command of English, both written and spoken.

Personal Information:

Date of Birth: 12-Dec-1982
Country of Birth: Kuwait
Military Status: Completed
Nationality: Egyptian

Availability:

- Can join & relocate immediately.