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**Hazem** **Sallowm**

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Valid Driving License, Dubai

Joining Immediately

An IT professional with over 12 years’ experience in Information System Technology Management with a demonstrated history of working in the banking industry. Skilled in Oracle Database, Technical Support, C++, CompTIA Network+, CompTIA A+, CCNA, MCSA, CITRIX, Azure, Office 365, Virtualization, Backups, Networking, Surveillance systems, Windows and Linux Operating Systems and Information Security. Strong information technology professional with a master’s degree focused on Communication Networks Security from Higher Institute for Applied Sciences and Technology

**EXPERIENCE**

**IT- Operations Manager** Jan 2020 - Present

SHARP ORDER TECHNICAL SERVICES, Dubai

* Corporate Operations Manager (MEP—Real Estate– Holiday Homes)
* Manage IT infrastructure (on premise & Cloud).
* Implement, Monitor and develop websites and portals.
* Managing and supervising the team in the field.
* Implementation and development of LAN / WAN infrastructure (Routers – firewall).
* Manage AD – DHCP – DNS – Antivirus - FTP– Web server - Mail…. etc.
* Monitoring Backups and Update schedules.
* Manage all  transactions and communicate with the stakeholders.
* Manage and monitor all accounting transactions.
* Technical support (L1 – L2 – L3) level.
* Prepare & manage the IT Operations budget
* Manage CCTV System.
* Monitor and maintains the health, integrity, and performance of the IT environment.

**System Administrator**  Sep 2019 - Jan 2020

WEB-N-TECH, Dubai

* Manage IT infrastructure (on-premises & Cloud).
* Implement and manage servers / Linux - Windows / on Azure
* Implement and manage office 365.
* Implement and support Web servers ( Apache) with SSL for new solutions.
* Support the developers backend team (IOS – Android)and solve IT issues.
* Develop, enforce, monitor and maintain Service Level Agreements (SLA’s) with vendors/service providers and continuous improvement efforts of the business unit.
* Follow service desk procedure and deliver excellent support and customer services.
* Implementation and development of network infrastructure.
* Technical Support (L1 – L2 – L3) level for all clients.
* Manage system maintenance / backups and ensure the integrity of service recovery
* Execute and monitor daily Backup processes.
* Maintain the service delivery process on time

**Head of IT**  Jan 2017 - Aug 2019

IBDAA BANK, Damascus ,Syria

* Build a strategy and prepare plans for the development of the information technology system and submit it to the Board of Directors in Lebanon
* Holding meetings with the Board of Directors in Lebanon to discuss the development of the banking program
* Coordinate with the software company in Jordan to move to the web based core  banking system and get the feedback from the test environment before launching and handle the continuous improvement after going online .
* Responsible of the data migration to the new core banking system in coordinating with Delta company in Jordan
* Collaborate and Manage relationships with and the performance of stakeholders, supplier/outsourcing partner to ensure KPIs and SLAs are being achieve.
* Prepare & manage the IT Operations budget for the HQ and all branches.
* Compliance with Community Standards and other rules, and content strategy.
* Manage Oracle Database (SQL- PLSQL scripts).
* Training staff on the new core banking basic system screens
* Implement, manage and monitor LAN / WAN networks (Routers – Firewalls – Switches).
* Manage and monitoring servers (AD – DB- DNS- DHCP and Antivirus system).
* Supervision and management of a network of surveillance cameras.
* Technical support (L1 – L2 – L3) level for all branches
* Manage all equipment's in the Head Quarter and branches

**University Teacher**  Jan 2015 - Jan 2018

Faculty of IT , Damascus ,Syria

* Teaching Computer Networks course for the 3rd year students.
* Teaching Computer Communications Protocols course for the 4th year students.
* Implement Network Labs.
* Supervision of Graduate projects

**IT Administrator –Technical Support Team lead**  Jan 2011 - Jan 2017

MINISTRY OF FINANACE, Damascus ,Syria

* Head of Programming and Analysis Division for a year.
* Manage and monitoring (DC – TMG – DNS – DHCP – MAIL - FTP) servers.
* Supervision and management of a network of surveillance cameras.
* Maintenance computers (software - hardware) and printers.
* Technical support (L1 – L2 – L3) level.
* Manage and design data center equipment maintenance tasks such as managing, installing and upgrading, replacing cables, components and accessories, maintaining records and drawing schematics of the center to detail what equipment is installed.
* Troubleshoot networking problems by continuous monitoring the systems to ensure minimum downtime and maximum availability of network.
* Responsible of all equipment in IT section.
* Lead and manage the internal teams to ensure all KPIs, SLAs are met or exceeded
* Member of the Commission Electronic Government.

**Technical Engineer (Engineering & Planning Unit )** Aug 2010 - Jan 2011

Syriatel Telecom , Damascus ,Syria

* Work within planning & engineering team in the migration the network from  R99 to R4.
* Taking an in-depth look at signaling routing - SIGTRAN - IPBB.
* Implementation of a presentation to the Directors for this period.

**EDUCATION**

**Master's Degree - Computer Sciences - Telecommunication** Jan 2014 - Jan 2017

**( Equivalency from MOE UAE )**

*HIAST (Higher Institute for Applied Sciences and Technology), Damascus ,Syria*

* Publishing a research paper in Science Publishing Group- Electrical and Computer     Engineering Journal 2017, Vol. 1, No. 1, 2017, pp. 33-39. doi: 10.11648/j.ece.20170101.15
* Publishing a research paper in Journal of Information and Communication Technology (JICT), Volume 18 No.3      (July) 2018, jict@uum.edu.my

**Bachelor of Engineering (B.E.) - Computer Engineering Technology**

 Jun 2005 - Aug 2010

*DAMASCUS UNIVERSITY, Damascus ,Syria*

**SKILLS**

Technical support , Jira / Service desk , Remote troubleshooting , Windows Servers , Linux Servers , Exchange Server , Mail Gateway , Web Gateway , ITIL V4 , AD & Group Policies , Remote desktop Applications , Networking (Routing, Switching, Firewalls - VPN) , TCP/IP ,VLAN, Azure , AWS, Office365 , CCTV, CITRIX , MCSA , Antiviruses , Information Security , IT Analyses , Honeypot , IT Infrastructure , GSM ,3G, 4G, Matlab , VHDL , Social Media , Containerization Backup & Storage , Virtualization ( VMware – Hyper-V) , Oracle DB , Monitoring & Testing Tools , Clustering , Load Balancing , File Server , E-Commerce & Fintech , MS Office ( Word – Excel – Power Point - Visio ) , Sales Pipeline , Documentation , Relationship management , Vendor Management , Multitasking , Prioritization , Service delivery , Product Management , Customer’s Feedback , Best Practices , Quality Assurance , .

Communication skills , Decision Making , Problem-solving , Leadership , Time Management , Project Management ( Agile – Scrum – Kanban ) , Supervision , Continuous learning , Organizational Skills , Oral and written communication , Customer Service and End to End service , Teamwork , Cross functional Team , Marketing Thinker, Public Relations, Effective Communication , Attention to detail , Personal Accountability & Commitment to achieve , Innovative & Interpersonal Skills , Resilience and Flexibility Strategic Thinking , Business Acumen , Business Administration , Inspiring & Developing others , Multi-tasks oriented, Excellent trouble shooter , Analytical skills.

**CERTIFICATIONS of Attended Courses**

 **RH124: Red Hat System Administration I**  2019

*SBS Center*

 **ISO 27001**  2019

*Central Bank of Syria*

 **Feasibility Studies**  2018

*OUSOS Center*

 **Credit Banking**  2018

*OUSOS Center*

 **Oracle 10g Developer forms & Reports**  2015

*SCC-ITC Center*

 **Oracle 10g PL/SQL**  2014

*SCC-ITC Center*

 **Oracle 10g SQL**  2014

*SCC-ITC Center*

 **CCNA**  2014

*SCC-ITC Center*

 **CompTIA N+**  2008

*SBS Center* **CompTIA A+**  2008

*SBS Center* **C+**  2006

*REDA Center*

**Languages:**

Arabic: Native

English: Fluent