Ihab Mahmoud Kotb

PMP - CISA - ITIL - CCNA – MCSE

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PROFILE SYNOPSIS

"Over 15 years of international and local experience in Information Technology systems with track record in Infrastructure Management, Service Delivery Management, IT Consulting, IT Project Management, IT Audit and IT Risk Management. A professional with broad experience and extensive knowledge in cross-functional IT project management, methodologies and techniques. Excellent communication skills with an ability to communicate at C-levels. Solid technical understanding while conversing with both Customers and Vendors". High ownership in critical situations and solution-oriented approach. Excellent organizational planning, project delivery, training, and networking as well as client relations. Well versed in the process of budgetary planning and monitoring throughput the fiscal year."

STRENGTHS

- ✓ IS Operation Management.
- ✓ IT Service Delivery Management.
- ✓ IT Infrastructure & Security Management.
- ✓ IT Audit & Risk Management.

- ✓ Running and managing large scale of IT projects.
- ✓ Analyze /problem solving & decision making skills.
- ✓ Team building & Management skills.
- ✓ Effective communication & Time Management skills.

Professional EDUCATION

PMP, Project Management Professional.	**2008 & 2015**
CISA, Certified Information System Audit.	**2010 & 2014**
ALDP ,(Advanced Leading Management Team) (Kuwait)	**2011**
ITIL ,V.3 (IT Service Life Cycle) – (**Certified**)	**2010**
MS Great Plains, "ERP" workshop.	**2009**
Bachelor of Commerce (Major – Accounting), Cairo University, Egypt	**1997**

Complementary & Technical Education

Aruba, Wireless Solution (Dubai)	**2014**
HP, AIS Network Infrastructure	**2013**
Others, Lotus Notes8.5.3 – I-Scala	**2012**
MS CRM 2011 (Kuwait) (**Certified**)	**2011**
Opera V.4 & V.5 (Kuwait)	**2010**
SUN 5.3.3 – **Micros** 3700 – **FMC**	**2009**
MS SQL 2000 (**Certified**)	**2008**
CCNA ,Cisco Certified Network Associate (**Certified**)	**2007**
Juniper, Security (Firewall – IDS- VPN) (**Certified**)	**2007**
MCSE, 2003Security & Messaging – (**Certified**)	**2007**
Oracle, Database Administration	**2006**
BMC, Helpdesk Application (Remedy)	**2005**

EXPERIENCE SUMMARY

Senior Project Manager- ACT	**Sep 2014 – Present**
Director of IT – Four Seasons Resort	**July 2012 – Aug 2014**
Director of IT – Crowne Plaza Kuwait	**July 2010 – June 2012**
Head of IS Department – NAC	**Oct 2008 – June 2010**
Infrastructure Manager - Alkan Telecom	**July 2006 – Sep 2008**
Senior System Administrator- Alkan Telecom	**Jan 2002 – June 2006**
Technical support Specialist - Alkan Telecom	**Mar 2000 – Dec 2001**
Technical support Associate – Smart Centre	**Sep 1997 – Feb 2000**

Witnessed an exponential growth curve till date, and my mastery in almost all aspects of Information system Management, has enabled me to effect highly strategic inputs to enhance the quality of services offered.

AREAS OF OPERATIONAL EXPERTISE

- Leading and guiding the professional teams consisting of Managers, Assistant Managers, Senior Administrators and Supervisors.
- Monitors work for compliance to applications, Security Standers, Policy and Procedures.
- Define & Optimize main KPIs to support Company Objective and Strategy.
- Broad experience within all parts of the IT project lifecycle and demonstrating strengths in matrix management, negotiation skills to manage across stakeholder communities, problem solving, accelerating transformation and value creation to drive toward required.
- Cost control – Controlling the Operational costs by monitoring the man-hours / Departmental expenditures, manage changes etc.
- Preparing & presenting various reports to higher management.
- Protect Company's interests and contribute to achieve its Mission, Vision and Values targets.
- Additional complementary skills include resource staffing, team building, budget management, and project scope design and customer relationship management.
- Writing business analysis and business requirement specifications for all projects.
- Responsible for ensuring service levels and quality metrics to be achieved.
- Ensure backup DR readiness at the branch level and at head office level, Update DR plan & DR site for bringing up applications, connecting all branches and monitoring.

PROVEN JOB ROLE

Senior Project Manager   Advance Computer Technology ACT Sep 2014 – Present

- Providing tactical management, administration and leadership throughout project teams.
- Developing a project plan that is delivered within the agreed tolerances of time/budget.
- Continuously work in partnership with different business and technical stakeholders.
- Responsible for the coordination of multi-disciplinary global project teams to deliver technology projects of varying size and complexity, focusing specifically on Information Technology projects.

Director of IT Department   Four Seasons Resort Sharm El-sheikh July 2012 – June 2014

- Responsible for hardware and software throughout the organization, including servers, employee desktops/laptops, network infrastructure, voice infrastructure, internal networks, peripherals, and wiring.
- Ensure a secured effective backup cycle is implemented and ensure reliability of the designed backup cycle.
- Ensure having a proper maintenance cycle for the entire Network's hardware.
- Defines and regulates the incident and change management process.
- Drives process improvement where warranted for both IT and the LOB.

Director of IT Department
Crowne Plaza Kuwait Hotel July 2010 – June 2012

- Responsible for managing technology/asset life-cycle and change management process.
- Build a long term planning for IT Hotel Strategy and services across the client Group departments with direct responsibility.
- Effectively plan and handle hotel website with external vendor.
- Managing / supervising a renovation project of upgrading network infrastructure devices.
- Daily, weekly and monthly briefings for enhanced communications and strengthened relations with Head Office, Executive Committee, sister hotels and department heads within the company

Head of IS Department
NAC Egypt – Kuwait   Oct 2008 – June 2010

- Develops, coordinates and directs the implementation of standardized applications, technologies and processes, which optimize the cost effectiveness and reliability of IT products and resources.
- Acted as a focal point of contact for internal users, project sponsors, contracted vendors and/or consultants.
- Prepares and presents reports defining service metrics, project progress, problems and solutions for executive management, as needed.
- Leads and actively participates in design/documentation review meetings.
- Develops & manages communications plans for the Infrastructure and Operations team.

Infrastructure Manager
Alkan Telecom July 2006 – Sep 2008

- Translate business requirements into value adding deliverables and cost efficient IT Infrastructure solutions.
- Bridge business and process know-how with knowledge on how to use IT Infrastructure as an enabler for increased value and efficiency
- Identifies influencing factors for the Infrastructure solution (e.g. security, integration, network availability requirements) and creates architecture design including reasons for architectural decisions and considerations.
- Participates in architecture brainstorming and design discussions with technical team members spanning across several platforms, and ensures that the IT infrastructure solution fulfils the agreed functionality and quality requirements given by the end users.

Senior System Administrator
Alkan Telecom Jan 2002 – June 2006

- Responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware, software and related infrastructure.
- Participates in technical research and development to enable continuing innovation within the infrastructure.
- Responsible for installing, configuring, maintaining and testing operating systems related utilities and hardware in support of business requirements
- Schedule installations and upgrades to operating systems and layered software packages and maintain them in accordance with established IT policies and procedures.
- Conduct routine hardware and software audits of workstations to ensure compliance with established standards, policies and configuration guidelines.

Technical support Specialist
Alkan Telecom Mar 2000 – Dec 2001

- Support LANs, WANs, network segments, Internet, and intranet systems.
- Administer servers, desktop computers, printers, routers, switches, firewalls, software deployment, security updates and patches.
- Maintain network servers such as file servers, Directory Servers, Internet and Email Server.
- Monitor networks to ensure security and availability to specific users.

Technical support Associate
Smart Centre Sep 1997 – Feb 2000

- 1st line of support and responding to all incoming request.
- Diagnosing and/or clarifying and/or resolving support requests.
- Conducting setup of all H/W & S/W.

ACHIVEMENTS

- Manage 5 successful Infrastructure Projects with Budget of 7.5 M $
- Renovate all infrastructures Passive/Active and Wireless solution with project of 1.5 M $ (Data & Voice Communication) which including HP infrastructure, Aruba Wireless solution.
- Manage the PCI compliance standard project of Four Seasons Home office across the Country and auditing all the hotels within the country against the latest PCI standards.
- Create a potential for CRM project with all aspect of Marketing needs as well LOB needs with ROI of 120 % per year.
- Accomplished adequate audit rating as a minimum standards', interacted with auditors in completing audits for Information System and completeness and implemented Group Audit recommendations.

PERSONAL DETAILS

Nationality	:	Egyptian
Date of Birth	:	29th September 1975
Marital Status	:	Married
Visa Status	:	N/A
Driving License	:	Egypt / Kuwait Light Vehicle
Languages	:	Arabic & English

References

Furnished promptly upon request