

Amr Taha

IT Manager

Contact

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Skills

PMP certified : Project Management institute

Excellent

Carrer Development & Consultation Academy , Certified in Soft Skills

Excellent

ITIL v4

Excellent

Cyber Security

Excellent

Active Directory

Excellent

LIS System

Excellent

ERP SYSTEM

Excellent

Active Directory

Competent and personable IT manager with 10+ years experience maintaining and expanding cross-functional delivery teams and liaising with both executives and technology team. Introduced new AI and ML initiative which increased client demand by 250% and reduced project completion times by over 50%.

As Head of IT, supervised project Manager, business analysts, and quality assurance personnel in establishing high-performing IT project teams.

Implemented and drove adoption of key tools and processes to effectively deliver IT projects for the company.

Facilitated prioritization discussions between IT and executive leadership to ensure alignment of company's IT investments.

Designed over 25 training programs and workshops for IT staff.

Good Experience at IT Project Management, Network Security, Business Administration, IT Innovation, Strategy & Operations, Ethical Hacking, Database Management, Data Centers, Cloud computing.

Good Experience at Healthcare , Retail and IT Service companies .

Work History

2020-10 -
2022-06

IT Manager |

Life Diagnostic Center, Abu Dhabi, UAE

- Develop and IT strategy and operating model in line with high level vision of business
- Develop financial budgets and plans for department including all operating expenses and manpower budget
- Manage relationships with IT service providers to ensure infrastructure is efficient and effective
- Implement cyber security Policy and procurers , and force ADICS policy
- Monitor, diagnose, and resolve complex network and computer system issues
- Manage and administer servers, networks, and applications such as DNS, FTP, and Web
- Maintain internal network structure of data center by managing routers and keeping them running
- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
- Install, configure, and maintain switches, servers, firewalls, and hard drives
- Work closely with decision makers in other

	Excellent
Windows server	
	Excellent
Forte Gate Firewall	
	Excellent
Oracle Database	
	Excellent
Azure certification	
	Excellent
AWS Certification	
	Excellent
CCNA	
	Excellent
MCSE	
	Excellent

Languages

English

Arabic

2013-08 -
2020-07

- departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of organization.
- Developed team communications and information for meetings
 - Introduced concept of preventative system maintenance, as result, decreased breakdowns by 65%.

Regional IT Manager |

Alborg Laboratory Saudi Arabia, Riyadh , Saudia Arabia

- Monitor, diagnose, and resolve complex network and computer system issues
- Manage and administer servers, networks, and applications such as DNS, FTP, and Web
- Maintain internal network structure of data center by managing routers and keeping them running
- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
- Install, configure, and maintain switches, servers, firewalls, and hard drives
- Monitored company inventory to keep stock levels and databases updated.
- Created plans and communicated deadlines to complete projects on time for new branches .
- Proved successful working within tight deadlines and fast-paced atmosphere
- Successfully transfer Data Center Servers and increases no of server with 0 days down time.

2012-03 -
2013-06

IT Manager

Hassab Laboratory, Alexandria , Egypt

- Managing Multi Branches and Central Lab
Implements network security Install & Administrate network infrastructure Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support
Administrate & install & maintain Finger Print in all brunches and
- Central lab Administrate Domain controller Install firewall system Install and maintain Camera

monitor system with CCTV & Ip camera
Administrate LDM Laboratory information system with Oracle database engine.

- Successfully transfer HQ Branche and Data Center Servers with 0 days down time.
- Built, repaired and installed computer-related hardware based on deployment procedures

2010-01 -
2012-03

IT Manager

Almottahida Food Stuff Processing Co. (almouwafak) Nuts & Dried Fruits, Alexandria, Egypt

- Guided organizational technology strategy and roadmaps.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Understood key product management roadmap objectives and requirements to develop product technology strategy.
- Coordinated IT operations activities to deliver smooth flow of daily business needs.
- Managing Multi Branches and Factory
- Administrate IST ERP system & POS System with SQL server 2005 engine.
- Administrate IST ERP system & POS System with SQL server 2005 engine, Fortinet firewall , Kaspersky anti virus and CCTV system
- Established new centralized server for IST ERP For all POS branches with 0 days down time .
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2007-08 -
2010-01

Technical support

Office information system (ofissoft), Alexandria, Egypt

* Oracle ERP System Technical support (Al Motkamel ERP system)

* Managed high levels of call flow and responded to ERP System technical support needs

- Monitored systems in operation and quickly troubleshoot errors.
- Increase technical support contracts by 20%.
- Managed high levels of call flow and responded to technical support needs

Education

2000-09 -
2005-01

Bachelor of Science: Agriculture Economic

Alexandria University - Alexandria University

2005-09 -
2006-09

Diploma: Web Development By Using Oracle And Java Technique

Orascom Training Company - Alexandria

Accomplishments

- IT Manager | Oct 2020 To Until now
- Life Diagnostic center Develop and IT strategy and operating model in line with the high level vision of the business Lead the direction and output of the department through effective delegation and development Develop the financial budgets and plans for the department including all operating expenses and manpower budget Report to the Board on ongoing progress and future plans Manage relationships with IT service providers to ensure infrastructure is efficient and effective Cultivate and manage internal and external senior stakeholder relationships
- Implement cyber security system , and force ADICS policy