Mohammad Alabki

+ (962) 77-5777803
Mohammad.alabki@bellevue.com.jo

Knowledgeable IT Manager oversees technology deployment and maintenance. Instructs and leads staff in support of hardware, software and networking infrastructure. Actively works with executives to determine and implement tech needs. Manages technology strategy, training and documentation. Successful at optimizing security standards, improving planning processes and managing systems implementation. Knowledgeable about disaster recovery planning, road mapping and team development. Instrumental IT Manager bringing 5 years of experience achieving ambitious goals in challenging IT environment. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs. Successful at motivating teams to meet demanding timelines.

Experience

(03/2017 - current)

IT Manager
Bellevue Hotel, Amman

- Motivate and coach employees to meet service, sales, and repair goals.
- Create and modify employee schedules with service levels in mind.
- Recruit and hire top mechanics, service advisors, and sales people.
- Maintain detailed logs and reports of services performed, profit, and budget information.
- Help out in sales and repair areas as needed and maintain comprehensive current knowledge of operations.
- Conferred with executives to advice and plan for short-term and long-term IT system upgrade needs.
- Led technology selection and rollout, focusing on organizational planning, provider contracts and supplier service-level agreements.
- Oversaw daily performance of computer systems and immediately responded to security system and backup issues to keep network up and running.
- Demonstrated familiarity with latest hardware, software and networking technology, as well as industry trends.
- Supported phone, photocopier, fax machine and other physical equipment.
- Closely collaborated with project members to identify and quickly address problems.
- Installed and managed audiovisual equipment.
- Oversaw IT department operations.
- Built, customized and repaired technology based on staff requests.
- Maintained camera and physical security systems.
- Communicated with executive team and CEO to maximize development efficiencies and resolve technology issues.
- Coordinated renovation projects, defined scope, and managed milestones.

Highlights

- Results-oriented
- Business development
- Organizational capacity
- Operability and commitment
- Ability to motivate staff and maintain good relations
- Resistance to stress
- Good manners

Education

Bachelor of Science: Information Technology - 2021, AOU

Language

- Arabic (100%)
- English (85%)

Hobbies

- Playing chess - great way to unwind, distress, and keep the mind sharp.
- Drawing - is my talent from God. It started with me since I was young. Drawing makes me feel inner purity and comfort. It's the one thing I've never been bored of.

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Experience

Follow…

- Implemented and managed wireless devices, multi-site network infrastructure, business intelligence development and implementation.
- Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions.
- Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.
- Analyzed architecture design, scoping, implementation, testing and deployment needs to define project requirements.
- Supported key clients in development efforts, establishing standards, determining specifications and creating Service and Operational Level Agreements (SLA) and (OLA).
- Played key role in on-going network design, reevaluation and optimization to keep pace with company growth.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
- Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
- Communicated regularly with suppliers concerning data exchange and technology integration.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Coordinated with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose.
- Oversaw development and implementation of improvements to support and network operations.
- Supported implementation of warehouse management system software applications to enable staff of tasks.

Hard Skills

- Format and install servers on Windows Server 2008, 2012, 2016, including their software (e.g. Active Directory, DHCP, DNS, Exchange, Hyper V, SQL Server, outlook E-mails). Maintenance and troubleshooting of servers and network computers. Configure group policy as according the ISO standards
- Security: Install and configure endpoint antivirus, firewall.
- Switches: install and configure switches.
- Performed computer buildup, formatting and installing. Maintenance and troubleshooting for standalone computer and network computers
- Diagnostic laptops problems and installing its replacement parts. Troubleshooting .formatting, installing, operating system, drivers and software
- Build up NT communication between clients and server using switches, routers, cables.
- Installation and configurations all network solutions (wired and wireless)
- Configure email system, firewall, antivirus and remotely troubleshooting.
- Configure virtual machine (Hyper-V)
- Camera security system/ CCTV system (closed circuit TV monitoring)camera installation ,configuration and administration

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Experience

(10/2015 – 01/2017)

Marketing & Logistic

Zuhair Issa Murad & Sons (Toshiba) – Amman

- Organized logistics for marketing and proposal strategy meetings.
- Coordinated resources to craft marketing plans for product launches and events.
- Answered general marketing department inquiries by email, phone and mail.
- Researched, gathered and edited proposal materials.
- Planned trade shows and vendor fairs for clients and partners to attend.
- Maintained complete database of files, contacts and project materials.
- Managed workflow between staff, coordinating documents, planning and creative material distribution.
- Worked with vendors to complete orders according to schedule and specifications.
- Assembled and coordinated marketing materials as needed to include printing, binding, shipping and delivery.
- Coordinated creation and deployment of videos, social media posts and other marketing collateral.
- Sourced vendors for services such as video production and materials to complete marketing objectives.

(05/2012 – 10/2017)

Senior technical support engineer

Smart Buy - Amman

- Advised senior personnel on potential process improvements to increase support quality and expedite ticket fulfillment.
- Served as primary point of contact for support relating to owned solutions and products.
- Held several meetings to provide solutions for discovered issues.
- Provided guidance on installing and integrating new hardware components and software to remote clients.
- Maintained personal repository of technical knowledge used to hone responses and shorten remediation times.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Performed root cause analysis of reported issues to decisively discern and enact corrections.

Soft skills

- Teamwork (85%)
- Written communication (80%)
- Leadership (75%).
- Problem solving (85%)

Other skills

- Preparing reports on the institution.
- The audit of the institution and adopted.
- Review of bank reconciliations and verify the balances in banks.
- Auditing the Invoices before sending to the customers.
- Cargo & Customs.
- Analysis and accounting the expenses.
- Dealing with Government Authorities.
- Preparing Customers reports by computer and receive them.
- Review and issuance of payment orders and checks for all transactions of the institution.
- Follow-up and coordination of liquidity and the adoption of the issuance of checks of suppliers and the organization of client accounts.
- Follow-up and coordinate with suppliers

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Experience

Follow …

- Maintained response times in compliance with internal policies to support business continuity.
- Analyzed technical issues to identify troubleshooting methods needed for quick remediation.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Uploaded new software, rolled out updates and applied patches to PCs and servers upon release to thwart viruses and ransomware threats from penetrating networks.
- Selling products and services to increase the company's revenue by a good percentage beyond monthly targets.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Configured hardware, devices and software to set up work stations for employees.
- Patched software and installed new versions to eliminate security problems and protect data.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Retained existing clients and developed new accounts by extending high quality and efficient support service.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Helped streamline repair processes and update procedures for support action consistency.
- Worked with procurement team on reported errors and bugs on previously released product.

knowledge of

- Visual Studio
- C, C#
- SQL Data Base
- Oracle
- Java
- Html, Html5
- Adobe Photoshop
- Hotel system (Fidelio)
- CCTV system (camera monitoring system (HIK VISION)
- Door Lock system (VING CARD)
- POS (point of sale) system (MICROS)
- Telecommunication operator system (AVAYA

Coureses

- CCNA Academy - Arab open University 2021
- E-Marketing - Google insurance 2019
- Oracle Course - Falcons center 2007

Training

- Photoshop: e-Arts 2011
- Customer services (how to keep your customer and attract new one): skill booster training house 2007
- Laptop maintenance : STS 2011

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Experience

(10/2005 –12/2010)

IT coordinator

Abu Roman Group for clearing, transportation and transit, Amman

- Coordinated with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose.
- Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint.
- Assessed billing automation, accounting and real-time reporting and analytics capabilities and delivered updates for security purposes.
- Delivered effective integrations of warehouse management system software applications to centrally manage tasks.
- Communicated regularly with suppliers concerning data exchange and technology integration.
- Analyzed complex project server issues and worked on large enterprise and business-critical applications.
- Standardized job tasks and trained junior team members on industry best practices and standards.
- Led server infrastructure development, quality assurance, and staging and production systems.
- Made recommendations regarding information technology infrastructure overhauls.
- Planned and implemented tasks upgrades to system hardware and software, resulting in improving.
- Designed and evaluated WAN and LAN connectivity technologies.
- Implemented, developed and tested installation and update of file servers, print servers and application servers.
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Maintained flexible schedule and responded to after-hours and weekend emergencies.
- Performed network security design and integration duties.
- Optimized system security and performance with proactive changes.
- Monitored networks and network devices to resolve technical problems quickly.
- Diagnosed and executed resolution for network and server issues.
- Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.

Additional Info

- I have an experience in customer service. I'll be able to anticipate questions and concerns that customers have, and implement better processes for solving customer problems. I feel that's something that sets me apart from others.