



YAMEN ABOU ORUM

Senior IT Projects Coordinator

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PROFILE

A results-driven IT and management professional with 11+ years of impressive track record in spearheading high-end projects, providing innovative IT infrastructure solutions and services, aligning business goals with technology solutions to drive competitive advantage and bottom-line gains. Visionary and transformational technology leader with a proven track record of success, fostering innovation, establishing long-range goals, strategies, plans and policies, facilitating operational excellence to produce shareholder value and bottom line profitable results. Providing cost effective stewardship of organization's IT assets and resources used to provide IT services. Leading all phases of Project Life Cycle, ensuring integrity and delivery of multiple projects with respect to time, budget, scope, change, risk and resources in the most challenging environments.

EXPERIENCE

Senior IT Specialist/Account Executive

Eduware Technology & Education | December 2016 Till Present Beirut, Lebanon

- Develop innovative network troubleshooting methods that reduce downtime and lower repair costs.
- Work closely with departmental managers to determine the maintenance and growth needs of the network.
- Monitor changing network technology and deliver a technology update to the executive team each quarter.
- Responsible for creating and administering disaster plans that will keep the company functional in the event of a crisis.
- Determine the rationale and methods for upgrading company network software programs each time an update is released.
- Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
- Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Prepare and deliver technical presentations that explain products or services to customers and prospective customers.
- Establishes new accounts and services accounts by identifying potential customers; planning and organizing sales schedule.
- Plan and modify proposals to meet customer needs.

Assistant IT Manager

ALEC | Jan 2014 - Aug 2016

Abu Dhabi, UAE

- Monitor the operation and security of all computer hardware and ensure that it is operating properly.
- Maintain accurate inventory and record of all hardware, software and manuals purchased by the company.
- Ensure that all software runs with no output errors, no response time problems and functioning according to specifications.
- Prepare a monthly report regarding the systems and issues related to smooth operation of application software.
- Maintain the documentation of the telephone system configuration and all servicedesk issues.
- Understand all the department working procedures and perform the related tasks as described.
- Carry out the repairs and maintenance of all PCs, printers, telephones, interactive system, and access control machines.

PERSONAL DETAILS

Nationality : Lebanese
Date of Birth : 10-05-1982
Family Status : Married
Interests : Swimming , Sports

Holding UAE & LEB DL

EDUCATION

BSC Business Administration

Arts, Sciences and Technology University

Beirut, Lebanon
2004

MCSA

New Horizons
Abu Dhabi, UAE
2009

ITIL

New Horizons
Abu Dhabi, UAE
2008

PMP

Cambridge Institute
Abu Dhabi, UAE
2014

SKILLS

Adaptability
Resilience
Handling Criticism
Problem Solving
Business Etiquette
Strong Ethics
Teamwork
Critical Thinking
Self-management
Project Management
Time Management
Leadership

LANGUAGES

Arabic : Native
English : Fluent

- Maintain all users' access request and authorizations (Windows, E-mail)
- Act as the primary contact for all outside agents in all computer technology related matters, order hardware consumables where necessary when onsite IT Support Specialists and other staff request them, respond to all users request and provide them with adequate support.

Senior IT Engineer

ALEC | Jan 2008 - Dec 2013

Abu Dhabi, UAE

- Accomplishes work requirements by orienting, training, assigning, scheduling, and coaching employees.
- Meets work standards by following production, productivity, quality, and customer-service standards; resolving operational problems; identifying work process improvements.
- Meets cost standards by monitoring expenses; implementing cost-saving actions.
- Updates job knowledge by participating in educational opportunities; reading professional publications.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Installing, supporting and maintaining servers' hardware and software /services infrastructure (Windows 2003/2008/2012 Server, MS Exchange server 2003/2007/2010/2013, Active directory.) Support for network security products and switches.
- Ensure backup and restore procedures for servers are working properly, testing and implementing disaster recovery. Suggesting and providing IT solutions to business and management problems.
- Providing training and technical support for users with varying levels of IT knowledge and competence, Working closely with other departments or organizations and collaborating with other IT staff, Documenting server configurations and processes.
- Resolve level 3 tickets assigned within defined SLAs (analyzing and troubleshooting faults) from Helpdesk or escalated by IT staff, updating the Helpdesk system after working on every ticket
- Identify IT infrastructural gap and coordinate with solution architects to bridge the solution
- Maintain support contracts with multiple vendors on the existing IT platform.
- Drive a team of stakeholders to form a scope of work for the IT requirements.
- Coordinate with strategic sourcing to send RFP's to vendors and respond to technical questions.
- Analyses and evaluate RFP responses and recommend the best solution to CTO.
- Monitor workflow for continuous improvement in the policies and practices.

Senior IT Administrator

ALEC | Jul 2006- Dec 2007

Abu Dhabi, UAE

- Manages the day-to-day operations of the PCC host computers by monitoring system performance, configuration, maintenance and repair. Ensures that records of system downtime and equipment inventory are properly maintained. Applies revisions to host system firmware and software. Works with vendors to assist support activities.
- Develops new system and application implementation plans, custom scripts and testing procedures to ensure operational reliability. Trains technical staff in how to use new software and hardware developed and/or acquired.
- Performs troubleshooting as required. As such, leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
- Establishes guidelines and methods for the installation and management of the host computer operating systems, switches, tape libraries and other components.

- Ensures high availability and acceptable levels of performance of mission critical host computer resources.
- Manages the data center and computer host systems including hardware, software and equipment such as air-conditioning system, UPS (uninterrupted power system) and fire protection system.
- Stays current with technological developments in systems administration technology and recommends ways to take advantage of new technology.

Sales and Marketing IT Executive

Future Printing and Trading | Jan 2008 - Dec 2013

Lebanon, Beirut

- Implements marketing and advertising campaigns by assembling and analyzing sales forecasts; preparing marketing and advertising strategies, plans, and objectives; planning and organizing promotional presentations; updating calendars.
- Tracks product line sales and costs by analyzing and entering sales, expense, and new business data. Prepares marketing reports by collecting, analyzing, and summarizing sales data.
- Keeps promotional materials ready by coordinating requirements with graphics department; inventorying stock; placing orders; verifying receipt.
- Supports sales staff by providing sales data, market trends, forecasts, account analyses, new product information; relaying customer services requests.
- Researches competitive products by identifying and evaluating product characteristics, market share, pricing, and advertising; maintaining research databases.
- Plans meetings and trade shows by identifying, assembling, and coordinating requirements; establishing contacts; developing schedules and assignments; coordinating mailing lists.
- Monitors budgets by comparing and analyzing actual results with plans and forecasts.
- Updates job knowledge by participating in educational opportunities; reading trade publications. Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

References:

Shishir Deshpande (IT Service Delivery Manager)
Ali Farhat (Senior IT & QA Specialist)

UAE
Lebanon