# Joseph Bcherrawi

## IT Manager

**ISO/IEC 27001 CERTIFIED PECB**

More than 16 years of experience applying people, process, problem-solving, and technical skills to improve individual, team and organizational performance. Designed, developed, and implemented technical infrastructure that led to organization being distinguished among the top. An impassioned team leader who mentors with purpose and understands that strong working relationships create great teams and produce exceptional results.

## COVER LETTER

Dear Sir,

In today's changing technology job market, the job description of the Information Systems is changing with it.

As a result, I believe that I am an even better choice for Computer and Information Technology openings than I would have been even fifteen years ago. As it just so happens, in addition to outstanding Computer/Servers Administration skills, I have extensive experience working with both technical and non-technical management on a daily basis. As an Information Operation Manager for a company which adopted the IT outsourcing model early, I learned very quickly that burying my head in the network hardware would not serve my employer's business goal.

Rather, I learned that I could best serve my company by providing leadership and guidance to the new, talented engineers we had contracted abroad. I look forward to providing similar leadership in my position in IT Management filed with your organization as well. To better discuss how I can bring this experience am available at your convenience to begin a conversation.

Thank you,

Joseph Bcherrawi

> "Joseph is a visionary who can and does lead, provoke, and enable people at the intersection of technology and humanity."
>
> Ghada Gebara,     CEO, Digicel Haiti (one of The Most Powerful Arab Women 2015/Forbes)

---

Ain Saadeh - Lebanon

+961 710 710 50

Joseph.Bcherrawi@me.com

https://www.linkedin.com/in/becho/

https:// twitter.com/JosephBcherrawi

## PROFILE

Has built a strong knowledge in Information Technology field, Elaborating and Aligning IT infrastructure with Business Demand. Experienced in IT Infrastructure, High End HW Solutions, SAN Storage, IT Security Studies and Business Continuity Planning, Disaster Recovery, Cisco Networking, ERP. Interested in IT latest Technology and services, seeking challenged environment.

**Specialties:** IT Infrastructure Management, Systems Design and Architecture, Backup (Symantec NetBackup, HP Data Protector), DR, SAN Storage (HP EVA, Hitachi AMS 1000, AMS 500, WMS 100, Universal Storage Platform(tm) V / Universal Storage Platform(tm) VM), IT Security, UNIX (Solaris, Linux and HPUX) / Windows Servers, Open VMS , Active Directory, Security Policies, DNS Bind 9, DHCP, Exchange, CISSP, Cisco Call Manager, Cisco Networking, Oracle JD Edwards ERP…

## JOB EXPERIENCE

**HEAD OF IT**:  STUDIOVISION – MTV Lebanon: Jan 2010 – Present
*Studiovision is among the Top 3 Production Houses in the Middle east and MTV is the No. 1 TV Station in Lebanon.*

Managed the IT Department
Managing simultaneous projects in a customer oriented multimedia environment
Controls all ICT operations
Develops policies, procedures and checklists and produces tutorials and guidelines
Negotiate, Manage and Maintain SLA's with Different Suppliers and Vendors.

**IT MANAGER**: WiCom MEA/ Partner of NEXIUS, inc USA. Sep 2009 – Jan 2010.
Wicom MEA is a global technology company Who provide customized Business Intelligence Solutions leveraging the latest technologies with the highest quality service. (*Xplore Platform*)

Oversee IT Projects: Planning, Design, and Implementation. (MENA Region)
Manage the operations of both infrastructure and applications services; Preservation of Confidentiality, Integrity and Availability of Information.
Act as account manager to provide complete oversight, leadership and governance for successful planning and delivery of IT projects, acting as single point of contact with our customers, Manage communication, issues, escalations

**IT Operations MANAGER**: Digicel Haiti Aug 2006 – Sep 2009 Digicel Haiti is part of Digicel Group, A Telecom Group Operating in the Caribbean and South Pacific areas.

Participate in the formulation of the IT policies and procedures
Ensure adherence of standards for infrastructure, hardware, software and security policies.
Understand business focus and directions and to introduce new technology or new methods of Deploying technology to enhance current business
Security architecture, design, and planning
Oversee operational aspects of the Systems in terms of infrastructure, performance, security, Backup, SAN, VIRUS management, troubleshooting etc..
Review and assess internal processes and work with Department Managers to identify areas for efficiency and productivity improvements

## EDUCATION

**ELC Etablissement Libanais Des Sciences Commerciales**: Diplome en Informatique De Gestion MIS 1997

## SKILLS

PROFESSIONAL SKILLS

IT Infrastructure Management

Systems Design and Architecture

IT Security

Windows/Exchange Servers/AD

SAN Storage – Backup – BC/DR

PERSONAL SKILLS

Communication

Leadership

Time Management - Delegation

Decision Making - Planning

Determination and Persistence

## COURSES

| | |
|---|---|
| **December 2016:** | **COBIT 5** Foundation **– ISACA** Lebanon Chapter **– Beirut.** |
| **November 2016:** | **CISA – ISACA** Lebanon Chapter **– Beirut.** |
| **December 2015:** | **PMBOK - PMI institute – PMP Course** |
| **September 2008:** | **Training Camp - Fort Lauderdale – FL, USA. 7 Days Official (ISC) ² CISSP Security Program** (*Certified Information Systems Security Professional*). |
| **June 2008:** | **UNIX Administration Certification / SAN Concepts Certification** |
| **September 2007:** | **Digicel University, Petion Ville, Haiti.** Recruitment and Training Selection Workshop |
| **July 2007:** | **Digicel University, Petion Ville, Haiti**. Moving Into Management Workshop |
| **June 2007:** | **Sun Education Services / Accenture Training Center, Los Angeles USA.** ES-311 VERITAS Volume Manager 4.1 Administration**.** |
| **Septembre 2006:** | **ESC Global Professional Services**, **Caracas, Venezuela.** Thunder 9500V Workshop (HITACHI SAN) |
| **June 2006:** | **New Horizons, Beirut, Lebanon.** Implementing and managing Microsoft Exchange Server 2003 |
| **April 2006:** | **HP Education Services, Beirut, Lebanon.** HP Open View Data Protector Fundamentals |
| **November 2005:** | **Sun Education Center / ACT, Beirut, Lebanon.** **SA−299** Advanced Sys Admin for Solaris 9 OS. **SA−399** Network Admin for Solaris 9 OS. |
| **October 2005:** | **HP Education Services, Dubai, UAE.** HP Blade System Solution I: Planning and Deployment |
| **September 2005:** | **Sun Education Services / ACT, Beirut, Lebanon.** **SA−239** Intermediate Sys Admin for Solaris 9 OS |
| **July 2005:** | **HP Education Services, Dubai, UAE.** Managing EVA Storage Area Network |
| **June 2005:** | **New Horizons, Beirut, Lebanon.** Microsoft MCSE windows2003 Track |
| **November 2004:** | **HP Education Services – High Field Park, London, United Kingdom.** HP OpenVMS Administration I and II |
| **April 2003:** | **New Horizons. Beirut, Lebanon.** Microsoft MCSE windows2000 Track |
| **September 2000:** | **Ericsson Telecom Regional Training Center, Beirut, Lebanon.** IP Networking LZU 102 397, IP Networking − IP Routing and Bridging. |
| **August 2000:** | **Formatech. Beirut, Lebanon**, Microsoft MCSE windows NT Track |

## LANGUAGES:

English

French

Arabic

## HOBBIES:

- Football
- Basketball
- Reading
- Travel