Information Technology Manager

Phone: (+961)71 966855

Email: nazmi.khalaf@gmail.com
LinkedIn: linkedin.com/in/nazmi-khalaf
Address: Lebanon, Bchamoun

NAZMI KHALAF

Objective

Senior IT professional with 26 years of experience managing diverse IT teams. Skilled project manager with proven track record of business process improvements (within budget & time) and with quality that exceeds expectations.

Skills

- Data center and cloud-connected infrastructure.
- More than 20 Years' of IT Infrastructure Manager, Senior Systems Administrator, Support engineer, Presale's representative, Sales, Sales, Administrative roles.
- Onhand with Servers (Dell, HP, Cisco), routers (Cisco, HP), switches (Cisco, HP), firewalls (Cisco, FortiGate),
  web and spam filters, load balancers, server virtualization(vSphere), and cloud computing.
- Proven competence in handling confidential matters.
- Experience of IT service processes (IFMS) and best practices.
- Superior organizational and Communication skills.
- Building Customer satisfaction through quality services.
- Ability to analyze and recommend solutions to a given complex situations.
- Knowledge of Import, Export, Networking, Electricity, VOIP, TV Satellites implementation, Jira and other stuff.
- Capacity to adapt into a new environment and be productive in a short span of time.
- IT process & procedure.
- IT Policies.
- Set IT Budget.
- Work under pressure.

Work Experience

IT Manager

MOVE Holding. April 2023

- Lead and manage the implementation, deployment, and operation of information systems and technology solutions for business needs in terms of Software, Hardware and In-store Apps with the support of the DTC Director, Chief Accountant and SCM Manager.
- Microsoft Dynamic365 Business Central and LS Central, StaffBit, Mobile Inventory APP including POS configuration also Power Bi.
- Microsoft Office 365 administrator(Portal, SharePoint , Exchange, Security).
- Ecom website administrator (Shopify).
- Panasonic PBX CCTV(Hikvision) and OMADA TP Link Cloud Base.
- Install, configure, and manage server and workstation hardware, operating systems, and organization applications.
- Identify, analyze, and maintain software applications to ensure processes and functions comply with organizational needs.
- Conduct capacity planning for network administration of bandwidth, storage requirements, messaging, websites, and other applications.
- Liaise with vendors and service providers to ensure the efficient and cost-effective acquisition of technology purchases; oversee warranties and service agreements, maintain inventory of internal licenses, and track compliance.
- Set up the ecommerce business with the support of the DTC Director and SCM Manager by choosing

the proper platform and creating with 3 Party providers state of the art website to launch D.FY online business with continuous updates.

- □ Oversee D.FY by You at the Athleisure HUBs, ensure continuous maintenance and training to the team as needed.
- □ Support D.FY Cardio with all the needed training and manage the after-sale service to ensure consumer retention.
- □ Provide technical advice and training to office staff as needed and deliver IT support across the Company and stores (server security, software updates, hardware maintenance, etc.).
- □ Research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity for all Apps and Software programs, including online business.
- □ Optimize the use of social media platforms for business purposes and oversee website functionality and development.

IT Infrastructure Team lead

FDC Corporation • Mar 2 0 2 2 - April 2023

- □ Led IT operations including planning/upgrading/capacity/vision of the entire technology infrastructure.
- □ Ensured a strong IT environment, managing IT staff, contractors, vendors, service contracts, software licensing, hardware warranties,
- □ DNS records, and budgets.
- □ Delivered a stable IT environment, architecting the network and all IT projects, including the acquisition of IT hardware (printers, network, servers, computers, mobile devices, etc.) and managing all vendor relationships.
- □ Developed solutions based on customer (internal and external) needs.
- □ Ensured end-user support SLAs were met, managing the IT support team and ticketing system.
- □ Supported the sales environment delivering IT infrastructure (trade shows, demos, on-site technical support).
- □ Executed a data backup strategy ensuring the backup of all critical data and source code. (BackupExec software, off-site storage Veritas NetBackup-SAN &Tape).
- □ Monitor, install, run systems, and network infrastructure.
- □ Provide top-tier support and administration for Windows Server 2003R2 / 2008R2 / 2012R2, VMware ESX/vSphere, Exchange, SharePoint, Active Directory, DNS, and DHCP.
- □ Windows Server 2012, 2016(AD, DHCP, DNS), Office 365(Admin), Microsoft 365 Defender
- □ Microsoft Azure, & OneDrive Business
- □ Solaris 10
- □ Maintain Oracle DB & EBD
- □ Evaluate new solution & system.
- □ SIEM, ManageEngine ServiceDesk
- □ Handle problem diagnosis, escalation and strives toward restoration of service.
- □ Design and implement IT Infrastructure including but not limited to networks, servers, NAS, ERPs software management (Oracle, Dolphin, OM), Anti-Virus (Symantec), Firewall (FortiGate), Fire System, VOIP (NEC), Sales Force Software (Quayo)
- □ Deal with users: any direct issue or conflict if occurred.
- □ Communicate with upper management when required.

IT Infrastructure Manager

Globalfoods • April 2017 – Feb 2022

- Included Managing a staff of 6 people located on three countries to design and deliver business applications for a global enterprise system implementation.

- Manage and maintain all vendor contracts and agreements.

- The first phase supported HR, Finance, Supply Chain, Cash Vân, POS, Warehouses, and Industry Systems

- Providing tools to reduce product time-to-market.

- Partnering closely with business contacts to develop over 6 programs interfacing between ERP (a global enterprise solution) and 5 regional systems.

- Developed a web-based sales front end solution integrated with our ERP system allowing RFQs, estimates, and orders to flow seamlessly to estimating and job planning.

- Project completed on time and within budget.

- Windows Server 2016(DHCP, DNS), Office 365

- Held performance reviews, one on one, conducted job interviews.

- Deliver technical capability to achieve set goals (100% success)

- Negotiating and purchasing hardware, software, and others

- Performing project preparations, project pseudo-design and research (more than 6 projects) Handle problem diagnosis, escalation and strives toward restoration of service.

- Design and implement IT Infrastructure including but not limited to networks, servers, NAS, backup solution (Veeam), ERPs software management (SQL, Sybase, other database), POS, Anti-Virus (Kaspersky), CCTV (Hikvision), Firewall (FortiGate), Fire System, VOIP (Panasonic), and access control.

Senior System Administrator and Solution Manager

Thomson Reuters • Oct 2010 – Nov 2016
- Extensive knowledge in Thomson Reuters Infrastructure (2 Data Centers
- Implementation and operation of Zawya Beirut telecommunications infrastructures (140 Users)
- Google suite (Google Workspace) for 220 users.
- Presenting and designing new projects which includes operation projects, Jira and research (1 new Office with 1 extendable)
- Commissioning support, fault detection and troubleshooting related to Zawya Beirut (140 Users)
- Site surveys, pre-installation visit of remote sites (2 Offices Beirut & Dubai)
- Electrification, grounding, and earthling techniques (1 office)
- Procurement and supply chain management for the project (More than 10 projects)
- Management of a team of thirty project staff
- Development of internal standard operating procedures and process
- Organizing, prioritizing, and scheduling work assignments for all staff (min. 10 calls/day)
- Quality control over the technical support department
- Follow up of internal projects: Documentation, deliverables, and records
- Inter-face between project and suppliers, technical staff, their organizations, and representatives.
- Spun, maintain, troubleshoot Cisco IP telephony and Place new IP phones (220 user).
- Setup new laptops, printers, switches, routers, and network cables (more than 300Unit)
- Communication and negotiations with providers and suppliers

Senior Support Engineer (Server Specialist) & Sales representative
C.E.P.P (Sony Ericsson distributor and Fujitsu Siemens Computers Service Center), 2004-Sep 2010

Presales

Hardware maintenance

Trainer

Software installation

Departmental organization

Website administrator

Warranty coordination with vendors.

Education

April 2016   : Ethical Hacker (not completed) Feb 2013   : NetApp (New Horizon)
Jun 2010   : QDSE & CHDT PROF. PC
        Fujitsu Technology Computers
Feb 2010   : Expert Systems Engineer (New Horizons)
        Fujitsu Technology Computers Certification in Servers Management. Support Engineer (New Horizons)
        Fujitsu Technology Computers Certification in Servers
Oct 2009   : PRIMERGY Solution Sales Expert, STORAGE Sales Professional, STORAGE Presales Consultant
        Fujitsu Technology System
June 2007 : Systems Engineer (New Horizons)
        Fujitsu-Siemens Computers Certification in Servers Installation. Expert Systems Engineer (New Horizons)
        Fujitsu-Siemens Computers Certification in Servers Management.
Oct 2006   : Systems Engineer (New Horizons)
        Fujitsu-Siemens Computers Certification in Servers Installation. Expert Systems Engineer (New Horizons)
        Fujitsu-Siemens Computers Certification in Servers Management.
2006   : Computer Science (C&E American University College) Bachelor of Science Degree
2004-2006 : Support Engineer (New Horizons)
        Fujitsu-Siemens Computers Certification in Notebooks & Deskbound (Renewal) Fujitsu-Siemens Computers Certification in Servers
        Fujitsu-Siemens Computers Certification in Notebooks & Deskbound.
2001-2003: Management Information System (IPNET College) Technical License (LT)
1997-2001: Business Computer (CIS College) Technical Superior (TS)
            Technical Bacc. (BT)