Mohammad Ali Mogharbel

An IT professional with solid experience in project management.

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in Danish, Lebanese

Professional Profile

A consistent, self-motivated, performance-driven professional. Proven track in IT project management, by aligning business requirement and technology. A dedicated team worker who seeks continuous educational enhancement. Workaholic who has been involved in major responsibilities for IT applications and solutions. Owns an instinct for identifying and maximizing new business opportunities.

Career Summary



Nov 2016 - Present

Head of the IT department that consists of nine members, leading four units: infrastructure, application, IT procurement, and support for more than 200 users.

KEY ACHIEVEMENTS

- Reduced cost by 80% of finished goods being reported as discrepancies by customers, via introducing a pipe counting solution that saved the "Logistics Department" more than 50% of their loading time and reduced counting mistakes.
- Systemized the purchasing cycle by replacing paper legacy system that reduced required approval time by more than 50% allowing greater visibility for top management.
- Saved around 500K USD in overstock, by re-designing the material workflow within the warehouse and production lines through introducing a customized material tracking system.
- Decreased application and licensing expenses by re-designing standards for applications, PC desktops and networking devices.
- Lead the implementation of integrating Dynamics AX and production machines system to improve the availability and sustainability of data for operation department.
- Re-designed the connectivity setup and server topology among branches and warehouse, resulting in 90% uptime.
- Identified un-utilized features within the ERP system "MS Dynamics AX", improving the material planning by setting up material resource planning and material forecasting.
- Took initiative to launch security awareness program.

RESPONSIBILITIES AND MAJOR TASKS

- Designed and implemented IT policies and procedures based ITIL standards.
- Strengthened the IT infrastructure to comply with the business needs.
- IT project management; responsible for scoping, planning, managing the budget and schedule, and project closure.
- Acted as a business analyst for non-IT owned projects, demonstrated strong technical and analytical skills.
- Managed the financials for IT Department under a yearly budget of 650K USD.
- Managed IT Staff, and responsible for day to day operation, including hiring, training, conflict resolution, and performance coaching.
- Negotiated and administered vendor, outsourcer, consultant contracts, and service agreements.
- Supervised CCTV support team, managing 160 cameras and more than 20 NVRs.
- Reduced phone call cost by 20%, by implementing IP phone system [CISCO].



IKK GROUP OF COMPANIES, MULTI D— BEIRUT

Started as a team member - IT Regional Officer [2008-2012]

KEY ACHIEVEMENTS

- Significantly enhanced the support unit operation, increasing support response time by 50%, and resolving time by 30% by implementing IT help desk complete setup.
- Developed internal application to maintain records for daily sales visits.
- Supported the roll-out of new business applications.
- Enhanced website traffic by re-designing company's websites.
- Re-designed backup policy and storage solutions.

RESPONSIBILITIES AND MAJOR TASKS

- Managed the internal and hosted network infrastructure including: firewalls, servers, switches and telephony system.
- Performed network assessments and security controls, responded to alerts, and carried out periodic system reviews.

Promoted to IT Project Manager in 2013

KEY ACHIEVEMENTS

- Responsible for project budgets of more than 300K USD.
- Project manager for various types of projects, including full IT setup for buildings and new offices (Data, voice, CCTV and infrastructure recommendation and installation).
- Lead teams across broad technical, financial and sales operation.
- Enhanced data and system accessibility by implementing connectivity projects, connecting branches.
- Initiated an IT newsletter that tackles technology subjects and internal IT news within the group of companies.
- Honoured "Employee of Year" in 2013 in recognition of outstanding project results.

RESPONSIBILITIES AND MAJOR TASKS

- Defined project scope, goals, and deliverables.
- Managed resources, time, and project budgets.
- Discussed the project status in terms of progress, budget, and time with stakeholders.
- Acted as point of contact with the IT department personnel and project owner.



Network and System Administrator

2007 - 2008



KEY ACHIEVEMENTS

- Diagnosed and solved hardware and software problems.
- Developed step-by-step training manuals for end-users.

RESPONSIBILITIES AND MAJOR TASKS

- Demonstrated effective technical skills by installing and maintaining network software and hardware devices
- Controlled IT procurement as well as software/hardware and license agreements
- Managed and maintained network infrastructure devices.

Bachelor of IT | 2008

⚠ GLOBAL UNIVERSITY | Beirut, Lebanon

A BAC II - 2004

<u>m</u> Lebanese High School certificate

Certifications

 ITIL Foundation 	IT Infrastructure Library	[2012]
• CAPM	Certified Associate in Project Management, PMI	[2008]
• CCNA	CISCO Certified Network Associate	[2007]
• CEH	Certified Ethical Hacker, EC-Council University	[2007]
 Working Safely 	IOSH	[2017]

Competencies

☐ IT Skills		Languages
MS Projects	••••	English
MS Visio	••••	Arabic
MS Office	••••	Danish
SONY Forge	••••	
SONY Vegas	• • •	
GOOGLE SketchUp		

Interests

Football, Social Media, and technology related readings.