

Abdelmagied Elfatih Abdelmagied Ibrahim

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Marital Status: Married

• Nationality: Sudanese

Personal Profile:

I've acquired deep experience as an IT professional for over 14 years. Proven track record in managing, implementing and supporting large Enterprise infrastructure (Core Microsoft Technologies, Virtualization Technologies, HP, Red Hat Linux, Cloud Technologies, ISO Audit, Information Security and Managerial Experience covering multiple disciplines), while maintaining business continuity and services availability to the highest level. Known for crafting a strategic vision to exceed objectives by offering a blend of IT technology initiatives and aligning with business goals.

Core Competencies and Skills:

- Windows Server 2008/2012/2016
- MS Exchange Server 2010/2013/2016
- ISO Audit Implementation
- VMware vSphere & VDI and VIO
- Backup Solution Management
- HP Servers: Enclosure, Blade and Rackmount
- Cloud Technologies Management (**IaaS**)
- Network Technologies (Cisco, Fortinet)
- Red Hat Enterprise Linux 6/7 (RHEL)
- Leadership and Team Management

Professional Employment Experience:

ITO Infrastructure Manage Service Manager, Kuwaiti Sudanese Holding Company Co

Sep 2020 up to Date

Zain Telecommunication Sudan transferred Managed Service Operations from Huawei Technologies to Kuwaiti Sudanese Holding Company and I carried out my job and Duties as old position.

Huawei Technologies Sudanese Co. Ltd

Jan 2017 to Aug 2020

Participate in Huawei Managed Service for **Zain Telecommunication Sudan** IT infrastructure which involves delivering of all IT Infrastructure Operations and retain the best services, performance and Quality as below Positions:

ITO Infrastructure Manage Service Manager

Feb 2020 to August 2020

- Implement IT standard operation procedures build upon ITIL framework to ensure SLA and OLA
- Ensure and maintain scalability, manageability, availability extensibility, performance and security of IT infrastructure within the company.
- Comprehensive experience in IT Operations environments and in designing and deploying solutions covering network, server, storage and digital workplace services, particularly focused on Managed Service Infrastructure and Cloud Environment (**IaaS**).
- Excellent knowledge of current protocols and standards, including Active Directory, Group policies, MS Exchange, Core Switching/Routings/IPsec, SAN, Virtualization, Business Continuity and Disaster Recovery
- Manage and Support online Database Migration Project from old to a new Storage and from Solaris (Veritas Cluster) to RedHat (Pacemaker) cluster environment.
- Manage and Support Huawei Fusion Private Cloud and Zain Public Cloud Operations using VMware Integrated OpenStack.
- Manage and Support Large scale Enterprise Infrastructure which include over 500 Servers, 3 Beta byte Storage and Tier 3 Data center.
- Improve KPIs and efficiency by implementing ITO products landscape and critical system operations documentation)

- Implement Automation and Digital Transformation project for Zain IT infrastructure (Ansible, PowerBI, WHMCS and Automation of Billing System database routine tasks)
- Lead and mentor technical support or operational teams in high pressure environments including define and execute business priorities
- Support and manage 26 team members for daily operations process (SLAs, services availability and systems monitoring) policies, coaching and communicating job expectations.
- Results-Driven Leadership. Always ask the WHY. Improve the Customer experience through smart, strategic thinking that anticipates outcomes. Present cases that influence, and lead change that drives efficiency and figures out what makes teams tick, trains and transforms individuals into top-performers.

OS/Servers Operations Team Leader

Jan 2018 to Feb 2020

Manage and support Zain enterprise IT infrastructure including OS servers (Windows, Linux) Cloud, hardware and Virtualization.

OS/Servers Operations Specialist (Wintel)

Jan 2017 to Jan 2018

Systems Specialist (Windows), Zain Telecommunication, Sudan

July 2013 to Dec2016

Zain is the biggest telecom operator in Sudan, I am responsible of provisioning, installation/configuration, operation, maintenance, performance and security of **Zain** IT infrastructure. ensuring the highest levels of availability, adhere to the Customers SLAs and maintaining KPIs targets courteous and in a timely manner.

- Implement and support core Microsoft Technologies infrastructure such as MS Exchange, Active Directory for 4000 users (Group Policies, DHCP, WSUS, DNS, ADFS, and Certificate Authority), Hyper-V, SCCM and MSSQL in highly available manner and DR.
- Automate Windows tasks using Power Shell scripting.
- Implement and support VMware vSphere infrastructures 5.x/6.x, which includes ESXI server's environments and VDI desktop using Zero and Thin clients.
- Administer and manage Veritas solutions (Backup Mgmt., Backup Exec and Volume Mgmt)
- Administer and manage Messaging technologies, protocols, e-mail gateway (Forti-mail, Symantec SMSMSE.)
- Working knowledge of Commvault Protection solutions.
- Manage and support private and public Cloud technologies.
- Administer and manage HP Hardware which include Enclosures, Blade and Rackmount servers.
- Install, manage and support Red Hat Enterprise Linux 6/7 (RHEL) and CentOS 6/7.

IT Manager, Arab Poultry Breeders co, Sudan

July 2008 to July 2013

- Prepare an IT annual plan and budget, scheduling expenditures, analyzing variances, initiate corrective actions by forecasting requirements to accomplish IT objectives.
- Oversee and manage four staff for daily work process, training and coaching, communicating job expectations and appraising their performance.
- Plan and implement HQ and remote sites network connectivity project using Wireless technology (PTP and PTMP)
- Implement approved company and departmental policies, processes, activity so that all relevant procedural/legislative requirements are fulfilled while delivering a quality, cost-effective service.
- Manage information systems personnel and contractors to design, develop, implement, operate and administer business applications software, networks and other IT Systems.

- Implement and support MS infrastructure such as Exchange 2010, Active Directory 2008R2, DHCP, FRS, group policy and DNS.
- Administer and manage Security services such as Forti-Gate Firewall and Kaspersky Anti-virus.
- Implement and support VMware vSphere infrastructure 5.1 which includes Esxi server's environments.

Education:

B.sc in Electrical and Electronic Engineering, (Computer Engineering)
University of Science & Technology, Sudan **1997-2003**

Professional Certificates:

- ISO/IEC 27032 Lead Cybersecurity Manager **May 2017**
- Microsoft® Certified Solutions Associate: Windows Server 2012 **November 2016**
- VMware Certified Professional 6 – Data Center Virtualization **October 2016**
- ISO/IEC 27001 Lead Implementer **October 2016**
- ITIL® Intermediate Certificate in IT Operational Support and Analysis **JAN 2016**
- ITIL® Intermediate Certificate in IT Release, Control and Validation **Dec 2015**
- ITIL® Foundation Certificate **April 2015**

Training Courses:

- Red Hat Enterprise Linux RHEL v7 **LKS Training Center** **Nov 2018**
- VMware vSphere: Optimize and Scale (V6) **Koenig Solutions, Dubai** **Oct 2015**
- PRINCE2® Foundation Preparation course **Lad Management Consultancy** **Dec 2013**
- PMP Preparation course **Aptech Education Centre, Sudan** **Nov 2012**
- CCNA Preparation course **British Academy for Science & Technology** **May 2010**

Languages:

Fluent English and Arabic

References:

These are available upon request.