

AMRO AHMED

CISM#1841498

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Summary

Key Skills & Domain Expertise:

- Technology Solutions & Portfolio Architecture,
- Technical & Information Security.
- Data Centre Services, Managed Services & Cloud Computing Services.
- Technical Advisory services & IT Consulting & Strategy,
- Team Leadership & Project Management.

Education

2006 - BSc.IT – Sikkim Manipal University

2005 - Higher Diploma – Software Engineering

Professional Certification

ISACA – CISM#1841498

Cisco – CCNA,CCNP,CCIP,CCIE R&S Written

Juniper – JNCIA,JNCIS-ENT

Languages

Arabic

English

Professional Experience

Ooredoo - Qatar

Manager Customer Delivery – Managed Security Services | OCT 2017 – Current

Manage overall customer onboarding process and ensure a seamless experience for all Ooredoo customers.

Manage the onboarding SME team responsible for the deployment, integration and initial configuration of all new security solutions and of any enhancements to existing security solutions.

Manage and resolve critical situations through effective communication with Ooredoo business units,SOC operations and SOC service provider(s).

Supervise and improve the effectiveness and efficiency of the security capabilities being delivered through improvements to each function and coordination and communication between support and business functions.

Ensure that SOC delivery plans are managed effectively, risk assessments carried out and appropriate corrective actions proactively managed.

Contribute to the engineering and onboarding of the SOC Security Service; review the SIEM integration with log sources of related security data and onboarding into endpoints and vulnerability tools.

Serve as a point of escalation with accountability for prompt identification, resolution, and communication of delivery issues, including contract gaps, resource, or schedule issues that may impact client satisfaction and security services revenue and profit.

Administration of project and technical documentation and maintain up-to-date data in Ooredoo's systems to ensure accurate and timely handover of information to internal and external delivery teams, customers and final handover to SOC Operations.

Work towards key delivery business metrics (KPIs) and targets.

Ministry of Foreign Affairs - UAE

Information Security Consultant | OCT 2013 – OCT 2017

Conduct Information Security risk assessments on new and existing IT systems and develop appropriate controls.

Enhance and develop security architecture, strategies and governance.

Advise executive management on risks and mitigating controls.

Carry out and reporting on threats and vulnerabilities and possible business impacts.

Assess compliance and incidents priorities for improvements and remediation and raise in compliance council.

Conduct reviews of information systems to ensure compliance, collect and review evidence as needed to determine the operational effectiveness of the controls.

Support audit activities and ensuring response on proposed actions and maintain the quality of control self-assessments.

Coordinate internal and external audit reviews and evaluate compliance with regulatory requirements.

Maintain updated mappings of compliance checklists to national laws and regulations.

Orange Business Services – Orange Telecom - UAE

Associate Technical Consultant | MAR 2013 – OCT 2013

Position complex pre-sales design consulting services for new or existing clients requiring Orange Business Services Infrastructure Management solutions in support of sales.

Position and deliver advanced, complex billable consulting work to clients when these facilitate progression towards or closure of Orange Business Services Infrastructure Management Solutions.

Deliver billable consulting services to customers in assessment, design phase and implementation phase.

Provide support of competence-related assessments, solution consulting & implementation, solution support, and other associated services.

Produce high quality written materials: Proposals, Business Cases, and Organization Plans.

SmartWorld DWC - UAE

Senior Network and Systems Engineer | DEC 2011 – FEB 2013

Extensive knowledge of designing, developing, configuring and implementing enterprise Security in a diverse environment.

Broad knowledge of Technical and Commercial aspects of ICT solutions and a very strong experience in security technologies and solution designs.

Advise executive management on Information Security issues, systems, processes, products, and services.

Working collaboratively and collectively to achieve organizational aims and objectives now and in the future.

Consultancy work across a wide portfolio of projects offering security design advice and guidance.

Paradigm Secure - UAE

Network Engineer – YahSAT | JUNE 2011 – NOV 2011

Planning and provisioning of new circuits and services on satellite communication.

Implementation of systems configuration changes.

Monitoring and reporting Quality of Services.

Respond immediately to hardware and software fault reports.

Maintaining system availability to Service Level Agreements.

STM Group Inc - UAE

On-site Technical Support Engineer – ADNOC | JUNE 2006 – JUNE 2011

Participate in the local operations support team, tasked with oversight of ADNOC Network.

Perform daily/on-call support activities in the service, installation, and troubleshooting/repair of Satellite Communications Systems, VoIP, Video Conferencing, Internet services, Data Services, Security and more based on ADNOC requirements and services provided by our company.