

Mohammed Fagier

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Professional Summary:

ICT professional with projects management and database and applications administration expertise and 13 years of experience in the Banking Sector. Proven ability to effectively lead personnel in various critical and non-critical situations. Strong critical thinking abilities and commitment to achieving goals with projects organization and incident resolution skills.

Functioned as a team leader (in a team of three) and supervised major activities in the system replacement and migration project and its customization. That includes end-to-end service delivery for the core banking services with its proper documentation, Parameterization, and end-results.

A strong motivator and team player with effective leadership, communication, decision making, and interpersonal skills, together with a bottom-line corporate focus and a results-driven attitude

Skills:

- Project Organization
- Availability Management
- Information Systems Management
- Service Level Management
- Solaris, UNIX, and Linux Administration
- Database Administration
- Information Security Management
- Sybase, Oracle, and MSSQL Server
- Finance and Bank Operation's
- Excellent problem-solving abilities

Languages: Arabic Native
English Fluent

Work Experience:

➤ **ICT Strategy & PMO Unit Head**, Apr 2019 up to date

United Capital Bank- Sudan

- Manage and Lead all the ICT projects, completed **2** projects by Feb 2020 and **3** to be finalized by Nov 2020.
- Aligned and executed the ICT strategies following the Banks 5 years strategy.

➤ **Database and Systems Administrator**, Aug 2011 – to Apr 2019

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I was responsible for all the 15 Databases and Systems of the Core Banking unit

- **8** DBMS Servers: **4** Sybase databases, **3** Oracle 9i, and **1** MSSql Server
- **4** Operating Systems: **3** Solaris9, **1** HP-UX 11.3, **3** Linux and **1** Windows Servers
- **3** Applications Servers.
- Coordinated with systems partners to finalize designs and requirements whenever required.
- Conducted business requirements analysis (1 Major and 5 medium assessments).
- Ensured Systems' Security, availability, and integrity 24/7 through maintenance and upgrades.
- Created documentation and trained junior Service desk staff (team of 3) on first-level troubleshooting/support.
- Consistently met deadlines for all new implementations (1 Major and 5 medium deliverables).
- 24/7 support for critical situations
- Managing the two Core Applications' Servers and Databases
- Developed operational and executives' reports monthly and once required or requested.
- Maintained all 8 Databases' backup and recovery, performance, and capacity planning.
- Created shell scripts for tasks automation (5 tasks), data backup, maintenance scripts and reduced its duration by almost 50%.

➤ **Application Administrator**, May 2008 to Aug 2011

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Working as first-level support for the 6 Core applications and services, provided technical and business solutions to end-users.

- **2** Core Application
- **4** Services
- Trained ICT and business users (from 3 depts., 10 staff members) on the usage of the Core functionalities
- Supported the Management with business reports (daily, weekly and monthly)
- Served as first-level technical support; responding via phone, email, and Service desk portal 24/7
- Maintained a high adherence to service management principles
- Responsible for coordination with external technical support.
- Preparing daily, weekly, and monthly activity reports

➤ **System Analyst**, Jan 2008 to Apr 2008
Our Projects for integrated solutions –Sudan

Member of the team which is responsible for gathering business requirements from clients (two clients) to customize a ready-to-sell Hansaworld Enterprise Resource Planning system (ERP).

Education:

- Bachelor of Science (Honors) – Mathematics & Computer Science. University of Khartoum, November 2007
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Certificates:

- ITIL® Foundation Certificate in IT Service Management – ITILv4
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Accomplishments:

Sybase Courses:

- **Fast Track** to Sybase ASE 15.0.3- Nov 2009, Lebanon
- **System and Database Administration** for Sybase ASE 15.0.3 - Nov 2009, Lebanon.
- **Performance and tuning:** Configuring ASE 15.7- Sep 2013 London UK.
- **ASE Performance and Tuning** using MDA Tables for Sybase ASE 15.7- Dec 2014 Lebanon.
- **Fast Track to Replication Server Administration** Sybase REP 15_5- Dec 2014 Lebanon.

Other Courses:

- **Information Technology Governance** – 2019 Khartoum
- **Project Planning and Management (PPM)** – Feb 2008, Khartoum.
- **Time Management** – Apr 2013, Khartoum.

LinkedIn Profile: <https://www.linkedin.com/in/mohammed-fagier>