

Curriculum Vita (C.V.) of Ramez Ibrahim Al-Fayez

1 Personal Details

Name: Ramez Ibrahim Al-Fayez

Date & Place of Birth: 25 April 1982, Riyadh

Nationality: Saudi

Marital status: Married

No. of child: 3

Degree: B. S. of Information Systems V. Good, CCIS College, King Saud University, 2003

Languages: Arabic and English (TOEFL: 79 iBT)

Job Title: Operations Contract Manager

Permanent Address: P. O. Box 67634, Riyadh 11517. Saudi Arabia

Telephone: +966-505465514

Email: ramezf@gmail.com

Website: <http://www.winner.sa>

LinkedIn: <http://sa.linkedin.com/in/ramezf>

2 Objective

"Seeking a job where I can lead and manage teams towards success, to achieve business objectives and goals, and to improve my skill and gain new experience"

3 Summary

Ramez is a highly motivated leader with more than 9 years in information technology and of exceptional track record in handling high-end projects as well as leading teams to develop Portals and Eservices and manage and operate infrastructures and systems solutions. He has experience in IT management & strategic planning with high project management skills in different IT business fields.

3.1 Management Skills:

- IT Strategic planning
- Leading and managing teams to achieve business goals
- Defining business plan, objectives and goals, and Budgeting planning
- IT Service Management
- Project Management (PMP and Prince2)
- Problem solving Negotiating Skills
- Experience in Vendor Management skills

3.2 Technical Skills

- Experience in building Datacenters and infrastructure
- Experience in IT Operation
- Experience in Cloud Computing (SAAS, IAAS and others)
- Experience in Red hat, VMWARE 5
- Experience in Web Development
- Experience in Software Development
- Good Experience in Databases
- Good experience in Portal technology such as SHAREPOINT, and WEBSHERE

Ramez is always seeking a challenging information technology manager/ Strategic management position in a dynamic organization with opportunity of proficient growth to contribute IT and management skills towards the progress of a leading organization.

4 Professional Experience and accomplishments

4.1 Al-ELM (2010-12 until now) ([Website](#))

I'm working in Al-ELM Co. as Eservices Operations Manager, where I built and managed teams to operate and support ministry of interior portal and e-services, and monitor the portal. Also I supervise their helpdesk where we support citizens and residence in the kingdom.

I'm working now to revamp the portal look and feel, implementing SIEM and DAST/SAST solutions, and upgrading network and security devices. Also we are moving to Linux Platform and migrating to Vmware 5 with SRM capability and Websphere 8. We just finish assessing of MOI Portal infrastructure for security and performance. We stopped many attacks from different organization such as Anonymous.

I managed a lot of projects such as:

4.1.1 MOI Portal's Infrastructure and software upgrade ([website](#))

We upgraded the infrastructure from out of support servers and solution to a new infrastructure with visualization and high availability design. Portal is resided in two sites. Also, we implement many security solutions to monitor portal infrastructure and to prevent any threat. Below is a list of solutions:

- VEEAM Backup Solution
- TRIPEWIRE for change control
- QRADAR SIEM solution
- Sourcefire IPS

- Palo Alto Firewall
- APPSCAN
- Nexus switches and ASR Routers
- Web Application Firewall from F5
- VMWARE
- Linux and Windows
- Websphere
- Dynatrace, solarwinds, Qlikview and PIWIK for monitoring
- HP Service Desk

4.1.2 MOI Portal's Infrastructure Security Assessment and health check

We managed to assess the security and performance of MOI Portal after the upgrade. The project was awarded to IBM to do penetration test from outside the network and do security assessment inside the network to cover all aspects of the environment. Also, they did health check of the implementation of the new upgrade and compare the result it to best practice.

4.1.3 Business and Monitoring Dashboard

This project is based on Qlikview, Netflow, ITCAM and SCOM, where you can monitor portal activities such as registration, eservices, applicant, portal hits and other things. SCOM is used to monitor portal health and capture any event or alert. ITCAM is used to monitor eservices performance. Netflow focus on network activities and analyzing the bandwidth.

4.1.4 Building Datacenter for iMOI building

This project covers:

- Rise floor
- Air Conditioning
- Power Generator, and ATS
- Fire alarm and F200
- Sensors and Panels
- UPS and batteries
- Network and power cabling
- Access Control and IP-CCTV for iMOI building

4.1.5 Nexus of forces projects (Cloud, Social, Mobile, Information)

"The nexus of forces describes the convergence and mutual reinforcement of four interdependent trends: social interaction, mobility, cloud, and information. The forces combine to empower individuals as they interact with each other, and their information through well-designed ubiquitous technology."

I joined a team to initiate Nexus of forces project, which is focus on Cloud, Social, Mobile and information. We finalize more than 20 initiatives in this project and we started now doing RFP for them, and hiring resources.

4.2 Ministry of Higher Education (2008-9 until 2010-12) ([Website](#))

I worked in MoHE under planning and IT agency as Portal and Eservices Manager. Where managed teams to developed new portal, Attache websites, Intranet and new applications. During this period I've managed a lot of projects and tasks such as:

4.2.1 Building MoHE Portal

This is one of the major projects which I was assigned to. I did an evaluation report to the previous setup of MoHE portal. Then we started planning the new portal from scratch, we covered restructuring hardware, information and design. After finishing the plan we wrote the RFP and started evaluating the bidders. The RFP was submitted to build the Main Portal and 30 C.Ms websites. Lastly we selected one of the most appropriate bidders and we started working with them closely and managing the project until the portal was finally up.

MoHE's portal awarded the best ministry portal from Pan Arab Web Award.

Technology: MOSS 2007, MSSQL 2008, Windows 2003

4.2.2 Intranet

Intranet portal was one of the challenges since MoHE hadn't established any before. So we started analyzing services provided to employees, and we picked 10 services to start with.

We integrated with ORACLE ERP(views and web services) and CA service desk. Look and Feel was one of the main successes in this project; we made it customizable as possible.

Technology: MOSS 2007, MSSQL 2008, Windows 2008

4.2.3 Building KAS (King Abdullah scholarship) 5th stage web application

This is one of the major web applications in MoHE, where students can apply to the scholarship online and monitor their scholarship status. In addition, there is an administration interface to evaluate, accept and reject applications. The application integrates with other systems in MoHE.

KAS awarded for best eservices application in Saudi Arabia

Technology: ASP.NET, MSSQL 2005, IIS, Windows 2003

4.2.4 Tawasul Portal

In order to move the wheel of higher education by helping our students on scholarship a board to insure their future careers, we provides a chance for the private sectors through

Tawasul Portal to view their job opportunities for students, as well as to clarify the most important trend in the labor market. Besides, students can request and put their resumes (without contact information) on the site for the reason that companies are able to search through the site to find their needs for certain degree or specialty.

Technology: MOSS 2007, MSSQL 2008, Windows 2003

Besides those great projects, I've done main tasks such as:

- Analyzing and developing e-services for MoHE employees which integrates with Oracle ERP in Intranet portal
- Building website for Center for Higher Education Research and Studies
- Conferences websites
- Coordinate with Yesser(E-Government Program) for evaluating MoHE's portal and e-services
- Administrating the portal farm(MOSS-2007)
- International higher education expo 2010 and 2011 website
- Management tasks such as:
 - evaluating employees
 - interview with candidates
 - creating project plan
 - Team development plan
 - Communication plan

4.3 King Abdulaziz city for science and technology – Internet Service unit (2003-10 to 2008 -9)

I've worked in Internet Services Unit (ISU), King Abdulaziz City for Science and Technology (KACST), Riyadh, under the Network Operation Center department.

During my career I've been promoted to many positions as following:

- DBA, a programmer and web developer
 - I have been assigned to maintain a Sybase and MySQL Database, and Develop and maintain new internal portal and a Website for project management in the information team under the NOC. I have been assigned a role in the Helpdesk to deal with the network problems, help the ISPs to fix any kind of problems they might face and monitor the network.
- System Administrator
 - Besides working as a programmer and web developer, I have been assigned to maintain the old systems (Sun and Red hat).

- Leader of System and Development team.

Due to my creativity, accomplishments and exceptional performances, I have been assigned as a team leader. I'm leading the team to upgrade the old infrastructure to a new one, and to develop some new technologies. I lead my team to rebuild ISU's Helpdesk to be conformed to ITIL standards .I also oversaw the establishment of a new Backup system. Moreover I migrated from Sun to Red hat.

- Project manager

Finally as a team leader I have to run external projects and provide our customers with new services. Those projects were developed using PRINCE2 methodology.

4.3.1 Customer Projects

- Web Hosting Project - Consultant.
- Academic News Portal - Project manager.
- Online translation Project - Project manager.
- Saudi Academic Portal -Project manager.

4.3.2 System Projects

- Developing the system's infrastructure in ISU -Project manager.
- Implementing BMC service Desk -Project manager.
- Enhance the Service desk activities to follow ITIL standards.
- Backup System -Project manager.
- Migrate from Sun systems to Red hat -Project manager.
- Monitoring tools for Network and System -Project manager.
- Training for new members in the department.
- Local National Filtering Database Solution -Team manager.
- Enterprise Network Monitoring & Management Solution (HP Open View) - Team member.

I proudly became one of the key leaders in ISU.

5 Certificates

I was awarded and given many certificates from very efficient institutes locally and in England, Australia. The main certificates I was awarded are:

- PRINCE2 (London ,UK)
- ITIL: Practitioner Support and Restore Certification (London, UK)
- ITIL Foundation Certificate (Australia)
- MySQL Core Certificate (Saudi Arabia)
- TOEFL

6 Training

- ILM Endorsed Management Skills For Middle Managers
- SANS: Security Leadership Essentials For Managers with Knowledge Compression
- IT Strategic Planning: Maximizing the Value of Your IT Investment
- PRINCE2 (Projects in Controlled Environment)
- ITIL: Practitioner Support and Restore
- Red Hat Deployment and Systems Management
- PMP
- MySQL Courses
- ITIL Essentials
- Red Hat Network and Security Administration
- Remedy Administration
- Sybase DBA
- Sybase Fast Track
- HP Open View network node manager
- Shell Programming for system administrator
- Sun System Administrator
- ICND Course (Cisco Switches)
- Internal Courses (Network, Systems, Proxy and Caches)

7 Part time Project

- ERP Consultation for Security forces hospital
- Building a Customized web CMS to many companies
- Building online training for the Academic and FaoriEdu
- Building web catalogues for Asian falcons