Mohammed Mansour Abdullah Al Sinan

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- **Saudi citizen.**

Objective

With 15 years of extensive experience in different roles in IT and Telecommunications organization I'm seeking a management position to bring forth innovative ideas, analytical approach along with superior product knowledge and organizational abilities.

Experience

Huawei 2021 – present

- **IT Infrastructure Lead**:

- System (Server/OS/CloudOS), Database, Storage, Network Administration and Management
- Managing, upgrading, optimizing VM's (Linux OS)
- Marinating DB (Tablespaces, SQL, User access, upgrading, switchover, etc…)
- Provides leadership and supervision to the 4 members of the IT Service Desk team, ensuring that appropriate skilled resources are in place to meet required service levels.
- Provides technical support and guidance to Service Desk staff.
- Provides ITIL Service disciplines, covering Incident, Problem and Change Management.
- Testing the parameters and changes in the systems.
- Daily/weekly/monthly health reports of OS & DB.
- Solving problems though SR's, TT's & RFC's
- Leading team representing multiple skills areas including internal/external resources and customers for the development and execution of various projects
- Managing, leading, allocating and tracking resourcing dem and for current and future needs by strategic plans to produce and review method statements, designs, risk assessments as appropriate.
- Preparation for Technical proposals and feasibility studies for Business project.
- Performing health check to whole BSS (Firewall, Switch's, Servers, OS, etc…)
- Implement VMware technology solutions for virtualization, networking, and storage infrastructures
- Create, test, and deploy VMware vSphere environments
- Deploy and manage vCloud Director and vCenter
- Procure, configure, and implement VMware products and related technologies
- Provide technical support to end users, operations, and management
- Decide and implement appropriate VMware products and technologies

DMS-ATI-Oxford Saudia Academy 2020- 2021

- **Manager Assistant- Education Technology Administrator**: holding education systems, train the employees how to use the technology in teaching, preparing presentations and videos of how to use the technology in education, Maintain a high level of engagement with advancements in the field, support effective and efficient systems and processes for implementing, sustaining, & innovating with educational technology across the district, Support district-wide education technology initiatives in alignment with the district's strategic plan.

ITQAN Institute 2015 - 2019

- **ITC Instructor**: Teaching several materials related to Information technology, To use the school's schemes of work to provide appropriate teaching and learning for the timetabled classes, To develop the student's learning in all aspects of

the curriculum, To produce differentiated tasks for able students Set appropriate homework tasks all work thoroughly and promptly, Create a dynamic and welcoming learning environment in ICT room, To further raise the profile of ICT within the institute, To prepare suitable teaching resources, To support fellow staff in their use of ICT.

Ministry Of Education 2012 - 2015

- **System Admin & Data Entry**: holding school systems, and keep them up to date, Analyzing the system and extracting the needed reports, User administration (setup and maintaining account) & data entry, maintaining system, Verify that peripherals are working properly, Quickly arrange repair for hardware in occasion of hardware failure, Monitor system performance and Install software, Setup security policies for users.

Aramco (Contractor) 2009 - 2012

- **IT/SAP System Analyst**: Receiving costumer calls and resolving software problem remotely through listening to costumer & diagnosing & analyzing the problem then give the proper solution. To provide 1st line technical support; answering support queries via phone, email and fax. To log all calls on the call logging system. Respond to enquiries from clients and help those resolve and hardware or software problems. Support users in the use of Computer equipment by providing necessary training and advice. To arrange for external technical support where problems cannot be resolved in center. Experience with using and troubleshooting Office 2016 within a network environment (permissions, calendar sharing, delegation). Experience with using and troubleshooting Microsoft Office Applications. Identify and correct or advise, on operational issues in client computer systems. Able to work independently and efficiently to meet deadlines. Self-motivated, detail-oriented and organized.

Education

King Faisal University. **2009**

- BS degree in Computer Science.

Soft Skills

Professional selling, effective feedback, coaching Skills, providing good service, mastering internet, Up Selling and cross selling to improve sales, CRM and billing functionalities, presentation skills, problem solving and decision making, coaching for better performance, communication skills.

Certificate of Completion

- Train the trainer
- Train on STEM
- Microsoft Office
- Microsoft excel advance

Language

- Arabic (Native speaker).
- English.

Technology

- Business systems (Telecommunication, SAP, Remedy, Microsoft Teams, etc..)
- Windows
- Microsoft Office Applications