

Dubai, United Arabs of Emirates
Amr_khalil@outlook.com
+971555955390

IT Infrastructure Architect: IT Infrastructure and Cloud Services

Dear Sir,

I have enclosed my CV to support my application. It shows that I would bring important skills to **IT Infrastructure Architect** position, including:

- Solid IT Technologies and Processes background.
- Deep Experience in different IT technologies and products.
- Experience of managing and handling key projects
- Understands business needs, objectives and challenges.

As an IT Senior Infrastructure Consultant my experience has spanned various technologies, including different Hardware Architectures, Network Systems & Infrastructure services including design, delivery, deployment, configuration and support different systems and technologies, I am looking for a new challenge in my career. The IT Infrastructure Architect role with your great Organization would offer me a chance to improve to my target career in IT Field after spending more than 9 years in the technical field.

I would appreciate your review of my resume. Then, I eagerly hope and look forward to discussing opportunities where I can utilize my knowledge and experience to contribute to the success of Organization. I feel very strongly that I could be an added value to your Prestige organization with my diverse expertise in all IT lifecycle processes.

Thank you for considering my application. I look forward to hearing from you.

Yours sincerely,

Amr Khalil

Curriculum Vitae

Amr Khalil Amin

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Objective:

Seeking a challenging position within a global organization in the Information Technology /Telecommunications industry that is leader of Information Technology Services delivery that will utilize my technical, presales and project management expertise in different varieties Infrastructure solutions; I would like to contribute to that company's continued success, while also enhancing my experiences.

Education:

B.Sc. in **Computer Engineering** - Graduated since May 2004, 6th October University - Egypt
Accumulative Grade: **Excellent with Honour** Degree

Professional Certification:

Microsoft Certification:

MCP ID: 2607260

MCITP (Microsoft Certified IT Professional).

- *Enterprise Administrator for Windows 2008*
- *Server Administrator for Windows 2008*
- *Enterprise Messaging Administrator for Exchange 2007*
- *Microsoft Lync Server 2010, Administration*
- *Microsoft Office 365 Administrator*



MCTS (Microsoft Certified Technology Specialist).

MCSE + Security (Microsoft Certified Systems Engineer).



Cisco Certification:

Cisco ID: CSC010593930

CCNP (Cisco Certified Network Professional).

CCVP (Cisco Certified Voice Professional - In Progress)

CVOICE (Cisco Voice over IP)

CCNA Voice (Cisco Certified Network Associate - Voice).



EXIN Certifications:

ITIL V3 (IT Infrastructure Library Certified)



Experience (Employment History)

Position : Solutions Lead – Infrastructure & Cloud Services

Division : Professional Services Team

Duration : January 2011 – Present (In Head Count)

Company : IDC S.p.A. - Middle East

Country : United Arab of Emirates – Dubai Office

Company Profile:

IDC is an Italian company and specializing in consulting and computer Services since 1994, from the year of its creation, IDC have been focusing mainly on The Business To Business market.



Founded by professionals with highly qualified skills, IDC has consolidated its know-how on important projects, significant technological and organizational complexity, developing a design approach that allows you to finalize the IT investment not just in technical infrastructure, but also in focusing on efficient objectives in the business processes of the company.

Job Responsibility:

- Driving successful solution deployments by ensuring proper business value and customer satisfaction.
- Starting the engagement with the customers by analyzing the customer requirements and translate & manipulate them into a total solution that is technically feasible and is commercially viable.
- Drive deep customer relationships and evolve a long-term customer strategies that are developing opportunities for adopting IDC solutions.
- Build, develop and manage the solution architecture team.
- Leading in-depth technical discussions, as well as business information to widely varied audiences
- Driving to bring the most innovative business enhancing technology to existing customers
- Being the direct point of technical contact and escalations to provide high quality technical support to IDC S.p.A customers.
- Delivers informative and well-organized products and solutions presentations.
- Helps sales team to acquire the appropriate product technical sales knowledge.
- Staying Abreast of new products, technologies and services.
- Developing a Professional Technical Proposal for IDC S.p.A solutions based on the customer requirements which comply with the vendor Best Practices.
- Defining the project schedule, requirements and prerequisites and set the project plan for the solutions are delivered by IDC S.p.A .
- Delivering a design and awareness sessions to the customer in order to make him familiar with the new technologies and to take the right the decisions that comply with the business needs.
- Creating the solution documentations in both pre-sales phase and post-sales as well such as High-Level Design, Low-Level Design and Configuration guide for IDC S.p.A Customers.

Position: Senior Technical Specialist – Global Technical Implementation Owner

Division: IT Services & Operations

Duration: Jan 2010 – Dec 2010

Company: Orange Business Services

France Telecom

Company Profile:

Orange Business Services is one of France telecom subsidiaries.



Orange Business Services are the experts in integrated communications. OBS solutions help the customers to work better together, get more from information and connect more closely to the customers, suppliers and communities.

Orange Business Services customers are among the first in the world to benefit from our depth of capability and reach, which is unique in the market today. With collective expertise from Orange, France Telecom and its affiliates, Orange Business Services brings a high performing and secure solutions that are easy to implement and use.

Job Responsibility:

- For large implementation deals, The TIO is the responsible of the build phase for the complex and strategic customers for both new and existing customers.
- Get validation from Pre-Sales of the services sold to the customer and human charges
- The SPoC (Single Point of Contact) who is facing the customer, project manager, presales and other project parties.
- Participate with the project manager in building the project plan
- Build a virtual team consisting of different teams (Datacenter operations, Network, Infrastructure, Security, Backup and Monitoring) during the build phase.
- Define the shopping list for equipment items in accordance with the designed solution and track the all the orders.
- Participating in the implementation of the complex solutions with high availability and disaster recovery solutions within my experience (Cisco and Microsoft) and delegate the other technologies to the other resources and track the implementation progress and milestones.
- Make regular project status to project management, messaging management, CTL (Customer Technical Lead) and support teams
- Insure all documentations are completed for transition to Service Support
- Manage customer Hanover to the operation team by providing and communicating accurate and detailed information on customer implementation to allow support RUN processes (configuration management).
- Validating the implementation documents and procedures for the new products and technologies that are generated by Technology and Systems team.

Position: Technical Consultant – Infrastructure Solutions

Division: Technical Professional Services.

Duration: Jan 2006 – Jan 2010

Company: Raya Corporation

Cisco & Microsoft Gold Partner

Company Profile:

Raya is a globally recognized corporation serving the ICT industry and passionately striving to create value to its customers & partners.



Raya is the Largest Egyptian Systems Integrator, It is specialized in offering its customers solutions and Value added services to make sure that the customer operates in the most efficient way. Raya can provide value added services in the following Strategic lines of business: Infrastructure Services and Solutions, Application Development, CRM, BI , ERP, Security, Enterprise Management, Workflow Management, and Document Management.

Job Responsibility:

- Taken Project Ownership of Managing Consultants, Designers and Technical Team.
- Provide a high level of technical consultancy to both presales and post-sales activities.
- Works closely with potential and existing customers to identify requirements and establish a solution that can help to address business needs.
- Supporting Account Managers and providing an interface for the customer in regard to all technical issues in the presales cycle.
- Improve the knowledge of the presales and sales community about the Raya Solutions portfolio.
- Consult on, identify and translate the customers' technical requirements into a solution that is technically feasible and is commercially viable.
- Perform technical presentations and products demonstrations for customers.
- Deliver a technical workshops for the Messaging and Unified Communications internally to the different teams in Raya and also in the vendor (Microsoft) to the enterprise customers and partners.
- Provide technical and sales support for accounts in assigned territory
- Provide Professional Technical Proposal based on Best Practice and High level Design
- Generates High-Level Design (HLD) & Low-Level Design (LLD) validation for highly complex Solutions.
- Builds a POC (Prove of Concept) in test labs to resolve highly complex problems and compatibility issues, and to demonstrate solution performance to the customer.
- Leverage and generate applicable technical "best practices" white papers.
- Provide Post-sales activities and deliver Professional Services for customers.
- Actively probe customers for technical needs on sales opportunities.
- Mentor and provide training for new members of Technical / Sales teams of Messaging & Unified Communications solutions
- Define, design, plan, test, and implement projects to satisfy customer requirements and lead the associated implementations.

Position: Customer Services Engineer

Division: Customer Support Department.

Duration: Jun 2004 – Dec 2005 (Part Time during the Military Serving)

Company: Raya Corporation

Cisco & Microsoft Gold Partner



Job Responsibility:

- Providing onsite technical support for customers servers that have a critical mission applications.
- Managing a maintenance contracts for a customers with fixed Service Level Agreement.
- Performing a preventive maintenance visits to the customers to avoid any disasters for the solutions.
- Installing and configuring hardware equipments for the customers (Servers, Racks, SAN Storages, Tape libraries and UPSs) for different vendors (HP, SUN and DELL).
- Installing and configuring a disaster recovery and high availability solutions for the customers (clustering and geographical clustering).

Personal Skills:

- Customer oriented, Team spirit, Self-confident & Hardworking.
- Excellent People, Communication & interpersonal skills
- Excellent analytical, interpersonal, writing and communication skills.
- Understand customer requirements and satisfaction needs.
- Technology oriented with good technical aptitude.
- Ability to work under pressure and to meet deadlines.
- Team player and able to work with others effectively.
- Quick learner, and highly motivated.
- Excellent written and verbal communications and presentation skills.
- self-motivated individual that is dedicated to exceeding customer expectations
- Sense of quality and precision in fulfilling duties and tasks.
- Able to develop a plan, set priorities, allocate resources and monitor progress.
- Ability to work effectively, add value as a team member and assume a leadership role for the team.

Technical Background:

Knowledge and experience in the following Technologies:

- IT Industries, operations and processes.
- Data and IP networks landscape.
- Datacenters hardware technologies (Servers, Storage and Backup Systems).
- LAN & WAN Hardware knowledge: IP Routing, Switching technologies (VLAN's).
- Security and Firewall Technologies, protocols and terminologies.
- Messaging and Mailing System and Standard Protocols.
- Voice over IP (VoIP) Technologies and Architecture.
- Unified Communications and Messaging architecture and solutions.
- Datacenter, Servers, Application virtualization methodologies and technologies.
- Datacenter Management and Monitoring solutions and mechanisms.
- Datacenter High-Availability, site resilience and Disaster recovery plans and solutions.
- Public and Private Cloud Computing.

Technical Experience:

- Experience in expert level in the following Microsoft infrastructure solutions:
 - Microsoft Windows Server Operation system (2000, 2003, 2008, 2008 R2, 2012)
 - Microsoft Windows applications (DNS, DHCP, IIS, LNB and Clustering).
 - Microsoft Security Solutions (PKI, NAP, Direct Access and Bitlocker)
 - Microsoft Active Directory Domain Services (2000, 2003, 2008, 2008 R2, 2012).
 - Microsoft Hyper-V server virtualization.
 - Microsoft System Center Family (SCOM, SCCM and SCDPM, SCVMM).
 - Microsoft Private Cloud Computing integration and automation
 - Microsoft application virtualization and Presentation (Terminal services, SoftGrid, App-V, Med-V and VDI).
 - Microsoft Internet Security and Acceleration (ISA 2004 and 2006)
 - Microsoft Office 365 deployments and migrations.
 - Microsoft Windows Azure deployments and migrations.
 - Microsoft Forefront Family (FCS, FSS, TMG and UAG).
 - Microsoft Exchange (2003, 2007 and 2010).
 - Microsoft Exchange Unified Messaging (2007, 2010 and 2013).
 - Unified messaging integration between Exchange UM and different PBX types and vendors (analog, digital and IP PBXs).
 - Microsoft Office Communications (LCS 2005, OCS 2007 R2 and Lync 2010, Lync 2013).
- Experience in the following infrastructure equipment:
 - Infrastructure servers' equipment (HP, Dell, IBM and Sun Servers).
 - Infrastructure Storage Equipment (HP, EMC, NetApp and IBM SAN storage).
 - Infrastructure Network Equipment (Cisco, Juniper and HP).
 - Telephony Equipment (Cisco, Avaya and NET)
 - VMware Virtualization products (ESX, vcenter, vsphere)

Infrastructure and Cloud Computing Experience:

- Solid knowledge in Microsoft infrastructure services portfolio covering the different Microsoft on-premises Products.
- Solid knowledge in different Microsoft Cloud Computing portfolio covering Public and Private Cloud Computing.
- Solid knowledge in different Microsoft Cloud Computing offering covering Infrastructure as a Service (IaaS), Platform as a Service (Paas) and Software as a Service (SaaS).
- Delivering a presales sessions for the customers to demonstrate the vision of Microsoft for the different Infrastructure and Cloud Computing Services technologies.
- Preparing the Total Cost of Ownership (TCO) and Return of Investment (ROI) analysis for the customers who are planning move to the cloud services.
- Deep experience with the different implementations and migration scenarios for the different Infrastructure and Cloud Computing Services.
- Participated in the implementation of key & strategic projects for Infrastructure and Cloud Computing Services in different countries (Egypt, KSA and UAE).
- Attending the latest ignite trainings for the different Infrastructure and Cloud Computing products.

Engaged Projects References:

Sector	Location	Customer Name
Government and Public Sector:	Egypt	BiscoMisr Health Insurance Organization (HIO) Industrial Development Authority (IDA) Ministry of Finance (MOF) Ministry of Justice (MOJ)
	Saudi	Riyadh Municipality
	UAE	Abu Dhabi Education Council (ADEC) Cleveland Clinic AUH (CCAD) Dubai Municipality Dubai Police Ministry of Economy (MOE) National Reference Laboratory – Mubadala Tawam Molecular Imaging Centre – Mubadala Telecommunications Regulatory Authority (TRA) TwoFour54
Commercial and Private Sector:	Egypt	Amer Group
	Saudi	Abdul Latif Jameel Co (ALJ)
	UAE	Al Naboodah Group Dhabi Holdings Emirates Airlines International Renewable Energy Agency (IRENA) Polarcus Redington Gulf Habtoor Hotels Gulf News Future Pipes International Emaar Properties
	International	Landis & Gyr Group (LNG) Société Générale de Surveillance (SGS)
Oil and Gas Sector:	UAE	Mubadala Oil and Gas Zakum Development Company (ZADCO)
	Kuwait	Kuwait Oil Company
Telecommunication Sector:	Egypt	Telecom Egypt
Banking and Financial Sector:	Egypt	Banque Du Caire (BDC) Bloom Bank Bank of Alexandria (BOA) Commercial International Bank (CIB) Egyptian Gulf Bank (EGB) Misr Bank
	UAE	Emirate NBD Network International
Education Sector:	Egypt	Cairo American College (CAC) Egyptian Universities Network (EUN)
	Saudi	Technical & Vocational Training Corporation (TVTC)
	UAE	Higher Colleges of Technology (HCT)

On-Job Professional Skills:

- Understanding of customer requirements gathering and processing
- Experience of working in customer interface
- A good understanding of telecommunications and IT industries
- Strong ability to grasp new concepts
- Demonstrated technical knowledge and consultative skills
- Leading key projects from technical and project management prospective.
- Expert level of networking methodologies for solutions delivery to clients/customers
- Strong ability to lead Technical Sales side as well as interfacing with Customer leads
- In-depth Hand-On experience with Microsoft main products line and services
- Possess excellent Technical Sales Presentation skills
- Presenting technical information about infrastructure and cloud services and solutions.
- Strong written, oral and presentation skills with ability to discuss highly technical concepts to a variety of audience include executive level technical decision makers.
- Excellent Technical Skills for Consultation, Pre-Sales/Post-Sales support, Designing, Troubleshooting, Implementation, Configuration, Commissioning
- Possess excellent troubleshooting skills coupled with an ability to quickly master new products, particularly the latest technologies.
- Possess excellent People & Communication skills with peers and customers, contribute to corporate objectives as a team player.

Languages:

Language	Speak	Read	Write
Arabic	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent

Personal Information:

Name : Amr Khalil Amin Abd El Kereem.
Date of Birth : 20/3/1983 , Cairo - Egypt
Marital Status : Married.
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Military Status : Completed
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EXCELLENT REFERENCES AVAILABLE UPON REQUEST