Ebrahim Abdulla

IT Manager

I am a highly motivated and committed professional with a passion for exploiting technology to drive business growth. With my solid technical knowledge and business acumen, I have earned the trust and respect of business executives as a valued senior leader.
What sets me apart is my relentless focus on the end customer and my colleagues. I understand that collaboration is key to achieving success, and my track record speaks for itself. I have a proven ability to build strong relationships across all departments and create a highly engaged team that is committed to delivering outstanding transformational change.
My expertise spans across various industries such as Facilities Management, Manufacturing, Agriculture, and Shipping. I believe in creating stretching business cases that push the boundaries and maximise the benefits realised.

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# SKILLS

Strategy

Leadership

Innovation

Customer Service

Operations

Digital Transformation

Internet of Things

Industry 4.0

Robotic and AI Automation

Cybersecurity

Business Process Excellence (Lean and Systems Thinking)

Change Management

IT Management

Project Management Business

ISO 27001

Team Building

GDPR

IT Security Best Practices

New Business Development

Microsoft 365

Azure

Cisco

FortiGate

ContactNow

**WORK EXPERIENCE**

## IT Manager

### MSC Mediterranean Shipping Company Saudi

*03/2021 - Present*, *Saudi Arabia*

* Built the roadmap and future IT strategy, addressing business challenges and priorities, and monitored KPIs and IT budgets to assess technological performance.
* Developed technical aspects of the company's strategy to ensure alignment with its business goals
Assisted departments in using technology profitably.
* Managed supplier relationships and oversaw IT software and hardware procurement and contracts management
Served as the point of contact and escalation for all technical queries.
* Managed IT support services across the company, distributing tasks to the appropriate team for an efficient and responsive service.
* Directed day-to-day IT support services, identifying opportunities for team training and skills advancement
Monitored and maintained ICT systems, servers, and network equipment to ensure service availability.
* Transformed from local file servers to SharePoint to eliminate a single point of failure.
* Enforced modern authentication for all business applications.
* Generated end user computing (EUC) standardization.
* Implemented global networking, WiFi, firewall, and gateway standardisation, including NOC and SOC solidification.
* Enhanced security through Azure domain-joined workstations, central MFA, Azure Authentication for applications and services, Windows Hello, and FIDO keys.
* Deployed AutoPilot for all devices to decrease downtime.
* Planned IT team personal development programmes and skills enhancement training.
* Improved security by engaging customers, insurance, audits, and accreditation (CTPAT), including zero-trust computing and data protection

Skills: Technology Solutions · System Deployment · Team Leadership · Project Management · Customer Satisfaction · Communication · People Management · Security Architecture and Engineering · Asset Security · Security and Risk Management

## IT Manager

### Matar Al-Baqmi & Sons Co.

*05/2019 - 02/2021*, *Saudi Arabia*

* Managed cloud disaster recovery strategy, roadmap and programme from initiation to planning and system selection.
* Migrated messaging systems from Cpanel Domain to Exchange 365 and implemented Office 365 design and migration strategy.
* Fostered a service culture and applied the ITIL framework for operational excellence.
* Led digital transformation to make the company 100% paperless.
* Planned and implemented 365 services, Skype for Business, MS Teams, and intranet, including employee training.
* Managed migration from MS Dynamics AX 2012 to MS Dynamics 365 Operations and Finance.
* Conducted IT operation management covering infrastructure planning, optimisation, rationalisation, standardisation, and data centre management

## Senior Infrastructure Engineer

### Clouudfm Group

*04/2016 - 02/2019*, *United Kingdom*

* We have successfully attained full compliance with both GDPR and ISO 27001, which is a significant achievement for our organisation. This accomplishment instills confidence in our clients and employees, knowing that their personal data is being treated with the utmost care and security, in line with the latest industry standards and best practices.
* Managed and maintained Windows Server (2012 & 2016) and supported Exchange 365.
* Managed and deployed Mobile Device Management (MDM) on the Cisco Meraki MDM platform.
* Managed Azure servers and deployed DR plans in different regions.
* Planned, deployed, and configured SCCM to manage all endpoint devices across the company.
* Designed and deployed OneDrive redirection across all endpoint devices.
* Generated Windows image monthly using Sysprep, including autopatch, domain join, and Bitlocker activation.
* Participated in 2FA (Multi-factor authentication) implementation for enhanced security.
* Performed day-to-day support ticket management and task delegation, including managing apprentices and monitoring progress.
* Planned, configured, and executed company phone systems (Main & Contact now).

## Facilities Coordinator

### Cloudfm Group

*10/2015 - 04/2016*, *United Kingdom*

Managing inquiries from clients and contractors and assigning jobs to contractors within an agreed time frame, updating the online Cloud systems to ensure complete transparency, communicating with contractors to improve the standard of service and working closely with property maintenance managers to ensure a one-team approach to the management of maintenance issues. From time to time, I have been called on to provide assistance with IT problems and to help the Company's IT infrastructure.

## Photojournalist

### Gulf Daily News

*11/2008 - 04/2015*, *Bahrain*

shooting various political and social events, as well as high-proﬁle international events such as Formula One, The Bahrain International Air Show, Bahrain Boat Show, and Jewelry Arabia. He also travelled to Syria in November 2013 for joint photojournalism and humanitarian trip.

## Network Engineer

### National Guard

*01/2004 - 10/2008*, *Bahrain*

Planned stringent cutovers in a concise period with a minimal amount of network downtime.

Managing and Conﬁguring Microsoft Exchange Email Servers, ISA Servers, Windows 2003 Servers, Cisco 7500, Cisco 2500, Cisco 2600, Frame Relay, Cisco IOS, IP Routing, TCP/IP, DNS.

Manage connection, conﬁguration and organisation of Cisco equipment in the IT architecture of the organisation. Conﬁgure IT LAN/WAN features. • Responsible for maintaining and monitoring the performance of the network. Provide ﬁrst-level technical support, assisting users who have network problems.

Perform high-level troubleshooting and diagnostics for networking problems.

Support and provide solutions for network failures, making recommendations for possible ﬁxes. Construct protocols for port security to prevent any unauthorised access to the network.

Coordinate with team members to reduce technical complications and collaborate on projects. Enabling port fast, uplink fast, and backbone fast for fast convergence.

# EDUCATION

## Bachelor of Computing and IT ( Honours )

### Open University | Milton Keynes

*07/2018*, *3.4*

## Mechanical High School Diploma

### Sheikh Abdullah Bin Isa Technical

*09/1996*,

# LANGUAGES

English

*Native or Bilingual Proﬁciency*

Arabic

*Professional Working Proﬁciency*

# CERTIFICATES & COURSES

#### Managing Time & Pressure (04/2018)

*Cloudfm Group academy*

#### Problem Solving & Decision Making (05/2019)

*Cloudfm Group academy*

#### Managers how to. Manage diﬃcult conversation (07/2018)

*Cloudfm Group academy*

#### Managers how to Recruitment 101 (06/2018)

*Cloudfm Group academy*

#### Introduction to Project Management (02/2019)

*Cloudfm Group academy*

#### CCNA Routing & Switching Cisco certﬁcaion (07/2015)

*Cisco*

#### ITIL v3 Founda on (07/2016)

*AXELOS*

#### MCSE (10/2013)

*Bahrain Insitute of Technology*