Raed Mohammad Al-Jammaly

I.T Department Manager
at Habchi & Chalhoub W.L.L

Location: Hawali, Kuwait
Education : Bachelor's degree, Computer Engineering
Experience: 23 Years

CONTACT

Name:	Raed Mohammad Al-Jammaly
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Country:	Hawali, Kuwait
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PERSONAL INFORMATION

Date of Birth	27 April 1977 (Age: 44)
Place of Birth	Kuwait
Gender	Male
Nationality	Palestine
Visa Status	Residency Visa (Transferable)
Marital Status	Married
Passport No:	P00217685
Passport Date of Issue:	21 September 2019
Passport Date of Expiry:	20 September 2024
I.D /Residence No.:	277042700197
I.D. /Residence Date of Issue:	21 October 2020
I.D. /Residence Date of Expiry:	20 October 2022
Current Sponsor:	Habchi & Chalhoub Co.
Sponsor's Telephone No.:	22979000
Blood Type:	A+

EXPERIENCE (23 YEARS)

Mar 2020 – Jun 2021

Freelancer

Provide Technical Services & Consultation for Companies & Individuals

- Al Seef Hospital, Wrote the whole Platform for their New Self Service System, using HTML, PHP, Javascript & SQL.

- Install & Configure AKIS Queuing System for Kuwait Ports Establishment.

- AB Global Company, Building Data Center for a new Clinic & do the whole network topology installation & configuration using Cisco Switches & Routers.

Jun 2014 - Mar 2020

I.T Department Manager
at Habchi & Chalhoub W.L.L

Location: Al Kuwait, Kuwait, Salhia Complex, Gate No.7,1st Floor
Company Industry: Retail & Wholesale
Job Role: Information Technology

• Build a Strategic Alignment between business owners & I.T Department. Enhance the value of work delivery driven by I.T Department through Resources Utilization, Projects Prioritization & IT budget Optimization.

• Improve Staff Performance through Brainstorming Techniques, Sharing Knowledge & Choose Suitable Development Plans which fits each one of them.

• Co-Creation, Implementation & Governance for all IT Operating Modules Insuring & Enforcing World Standards Compliance.

• Ensuring common understanding of the purpose goals of Technology activities & how Technology will add value to business.

• Explain & justify the needs for maximizing or downsizing the value of investment VS Business Profit.

• Participate Actively in Major & Minor Activities related to all focus areas such as (Value of Work Delivery, Team Performance, Customers Satisfaction, Risk Management, Change Management, Project Management & Business Continuity).

• Define Process to Mitigate & Control the risk of Non-Compliance with regulatory requirements such as protection of information, financial accountability & data retention, as well as other contractual obligations.

• Act as the central point & the SME for Developing, Maintaining, Monitoring & Enforcing IT Policies & Procedures that Supporting Business.

• Measure, Monitor & Report Effectiveness of IT Controls, conducting a Process of Audit to Guarantee Covering Any Weakness Areas In Workflow or Infrastructure, Get Use of any Opportunities & Enhance our Strength Points.

• Put in Place & Manage a Holistic Quality Assurance Framework that will Ensure Compliance of IT Practices, Solutions, & services to a set of Standards & Policies.

• Define & Maintain the Performance Management Framework for IT Processes, Roles & Functions - Ensure KPIs Drive for Continuous Improvement & a learning Mindset.

Apr 2010 - Jun 2014

I.T Help Desk Supervisor
at Habchi & Chalhoub W.L.L

Location: Al Kuwait, Kuwait, Salhia Complex, Gate No.8,1st Floor
Company Industry: Retail & Wholesale
Job Role: Information Technology

▪ Supervising 2 teams in Kuwait & Cairo Branches (4 Engineers in Kuwait & 2 Engineers in Cairo), sharing I.T Knowledge & experience with them, Assign them according to business needs & Workload.
▪ Handling daily Tasks & Incidents reported by users & customers & insure closing them professionally & on time.
▪ Execute New Shops/Offices Opening, Renovating & Reshuffling.
▪ Maintaining & Troubleshooting the company Servers, Desktops/Laptops & Network Devices.
▪ Prepare weekly reports for Top Management concerns, describing overall, Performance, Challenges & Achievements.

Jul 2000 - Apr 2010

Senior I.T Support Specialist
at Habchi & Chalhoub Co.

Location: Al Kuwait, Kuwait, Salhia Complex, Gate No.8,1st Floor
Company Industry: Retail & Wholesale
Job Role: Information Technology

▪ Maintaining the company LAN / WAN remotely using VPN / IPsec technology (Over Cisco ASA 5520 Firewall, NAT, SSH, SSL), installing & Configuring Cisco Routers (1900,1800,887 & 2600) & Cisco Switches (2900,2960,3560 & 3750G).
▪ Support all the company Servers, Workstations & Laptops: (installation, configuration, troubleshooting, upgrades & Updates) & Printers (HP, Epson, Lexmark, Tally, Panasonic).
▪ Building & Managing the Company Data Centers Using Virtualization Technology (VSPHERE 4.1 ENTERPRISE EDITION) (6 Clustered Servers in linked mode in two different locations in linked mode Serving 56 Running Virtual Machines).
▪ Maintaining IBM Sure One 300 shops POS Machines.

▪ Support the company ERP System (MIS) + (Oracle SIM POS & Back Office) Installing, Configuring & Updating, helping with generating reports, doing forecasting & getting statistics (Having a good knowledge with retail business analysis).

▪ Implementation & Installation of Virtual Environment (VM Workstation & VM Networks) for remote accessing.

▪ Maintaining the company mail servers (Sending / Receiving Mails), secure (https) & non-secure (http) web server, Mail Gateway (Prevent Spam, Viruses & unwanted messages), File Server, Print Server, FTP server, Proxy server, Antivirus Server & Fax server.

▪ Maintaining the company network devices (Cisco, Routers & Switches).

▪ Responsible for the company Backup & Recovery - Archiving Procedures, (High Availability & Fault Tolerancing) Using (Microsoft Backup, Acronis Backup, Raid 1,5, 10 Technology, Clustering Technology & VMware Disaster Recovery VMDR).

▪ Maintaining the company Branches (Logistics, Decoration, Airport Sales on Board Operations & 80 Retail Shops) mostly by using Remote Accessing Technology (Netop Remote Control).

▪ Responsible for new Shops & Offices Openings (Project Management) inside & outside Kuwait (Louis Vuitton Boutiques in Kuwait, Jeddah, Riyadh, Doha, Bahrain Dubai, Abu Dhabi, Louis Vuitton Offices in Dubai & Company Offices in Cairo).

▪ Supporting Company branches outside Kuwait (Dubai, Abu Dhabi, Jeddah, Riyadh, Qatar, Bahrain, Egypt & Jordan) & solve most of their technical problems remotely (Remote over IPSec).

▪ Link Retail Branches with Head Office for centralized management using (MPLs Data lines, Encrypted Internet tunnels (IPSec), Leased lines & Wireless 4G / WiMax / 5G Technologies).

▪ Managing Voice over IP operations (Phone Calls through Cisco Unified Call Manager Ver. 11.0 - connecting call managers in different countries over IPsec Tunnels using SIP Voice Trunks) & Video Conferencing through Polycom Boxes.

▪ Managing Company Security Systems (Surveillance Systems, Employees Attendance Systems & Shops Business Tracking for measuring Customers foot flow & defining bestselling areas at Company Profit Centers).

Feb 1998 - Jun 2000

Senior System/Network Engineer
at Beshara Group.

Location: Al Kuwait, Kuwait, Sharq Area, Fishers Bld, 1st Floor.
Company Industry: IT Services
Job Role: Information Technology

▪ Handling Kuwait University Project for arranging Computers Labs with Gateway PC's + Imaging system installation Using ByteQuest Engine.

▪ Handling MOC Imaging Project Using ByteQuest Engine in Hawally & Sheweikh   Exchanges.

▪ Handling P.A.A.E.T Maintenance contract as a Supervisor & Team Leader for 14 Engineers.

▪ Handling Civil Service Commission IVR/System Project, Network Installation & Servers Setting up.

▪ Handling Pay Your Bills with Key net Project for MOC Using Touch Screens, Doing the Installation for the relevant kiosks & connect it to MOC Billing System.

▪ Internet Providing for Al-Manshar Complex in Fahaheel with DSL/Connection for 256 Flats (Cabling + DHCP Server & ICS Setup).

EDUCATION

Jan 2013   **Bachelor's degree, Computer Engineering**
at Nixon University

Location: United States
Grade: 3.4 out of 5

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Jan 1998   **Diploma, Computer Science**
at Applied Science University

Location: Amman, Jordan
Grade: 65 out of 100

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Jan 1995   **Secondary School Degree**
at Al Shaheen Private School

Location: Hawali, Kuwait
Grade: 91.1 out of 100

TECHNICAL SKILLS

Multicultural Team Management	Budgeting & Forecasting
Turnkey Projects	Change Management
IT Governance	Principles of Customer Service
Cisco devices	VMware Infrastructure
IBM Storage	ERP Systems
Cloud Computing	Active Directory
Microsoft Exchange Server	Server Technologies
Web Application Design	WordPress
HTML + CSS	Security
JavaScript	MySQL

TRAINING & CERTIFICATIONS

WordPress WEB Developing. (Training)
Training Institute: Udemy - Online
Date Attended: December 2020 (26 hours)

Leading Teams Through Change (Training)

Training Institute: Chalhoub Academy - Kuwait
Date Attended: September 2017 (5 hours)

Security & Risk Management (Training)

Training Institute: Chalhoub Academy - Kuwait
Date Attended: July 2017 (3 hours)

Team Coaching (Training)

Training Institute: Chalhoub Academy - Kuwait
Date Attended: July 2016 (5 hours)

Situational Leadership & Decision Making (Training)

Training Institute: Chalhoub Academy - Dubai
Date Attended: September 2015 (10 hours)

Finance for None Financial (Training)

Training Institute: Chalhoub Academy - Dubai
Date Attended: July 2015 (10 hours)

70.20.10 - Part 2 (Training)

Training Institute: Chalhoub Academy - Kuwait
Date Attended: February 2015 (3 hours)

Time Management (Training)

Training Institute: Chalhoub Academy - Kuwait
Date Attended: July 2014 (5 hours)

70.20.10 - Part 1 (Training)

Training Institute: Chalhoub Academy - Kuwait
Date Attended: February 2014 (3 hours)

VMWare VSphere 4.1 Enterprise Plus (Training)

Training Institute: GBM - Kuwait

Date Attended: Apr 2011 (20 hours)

Cisco Certified Network Associate (CCNA) (Training)

Training Institute: GBM - Kuwait

Date Attended: May 2010 (25 hours)

Cisco Certified Network Professional (CCNP) (Training)

Training Institute: GBM - Kuwait

Date Attended: May 2010 (25 hours)

MS Windows 2003 Server Enterprise (Training)

Training Institute: Info Center - Kuwait

Date Attended: March 2003 (8 hours)

MS Exchange 2003 Server Enterprise (Training)

Training Institute: Info Center - Kuwait

Date Attended: March 2003 (8 hours)

Core Technologies (Training)

Training Institute: Kuwait University

Date Attended: December 1999 (4 hours)

LANGUAGE SKILLS

Arabic (Expert)   English (Expert)