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Quick Reference

- CxO / VP level Business and Technology
- 30 years of Business and Technology, member of corporate management board, strong management and business analysis in major business areas.
- Decision maker, self-starter, leader, mentor and team player.
- Built, developed and managed highly motivated team of professionals focusing on business service delivery.
- Hands-on diversified experience in major IT areas. Designed, builds, configured and managed IT infrastructure with creative solutions and variety of technologies.
- Creative, skilled, problems solver, logical, organized, pay attention to details, quick learner and can build short/medium/long term strategies.

Work History

Consultant Business and Technology
Freelancer

Sep 2015 - Present

Providing consultancy services in Business and Technology

- Organizations restructuring.
- Business visibility study.
- Business analysis, engineering and re-engineering.
- Technology roadmap.
- IT Infrastructure design and implementation.
- Application's design, analysis and development.
- Media marketing.

Chief Information Officer (CIO)
Jetex Flight Support - Dubai, United Arab Emirates

Mar 2010 – Aug 2015

Jetex Flight Support is a one stop shop for private aircraft services (world-wide): ground handling, permits, fuel, catering, hotel arrangements, charter, ... etc.

Responsibilities:

- Setup applications development roadmap.
- Design and setup the technology infrastructure.
- Application's analysis and development.
- Manage application's development resources.

Achievements (highlights):

- ✓ Defined the roadmap of applications development and IT services.
- ✓ Outsourced applications development resources.
- ✓ Designed and managed applications development.
- ✓ Introduced Cloud infrastructure to host development and production systems.
- ✓ Reengineered/restructured the business processes of supplying fuel to aircrafts around the world. Designed and developed the backed system to do so.
- ✓ Linked the backend system to frontend portal (via web services) for customers to get fuel prices online, uplift requests and status tracking.
- ✓ Integrated and linked the fuel system with Honeywell and FuelerLinux systems through web services.

Consultant ICT
Freelancer

Jan 2007 – Feb 2010

Providing consultancy services in Business and Technology

- Contact Center.
- Setting-up / running effective Website.

- Organization / company restructuring and business process reengineering.
- Technology infrastructure design and implementation.

Chief Information Officer (CIO) & Top Management Board Member Sep 1991 – Sep 2006 Al Yousuf L.L.C. – Dubai, United Arab Emirates

Al Yousuf L.L.C. is one of the largest UAE private group-of-companies in the field of wholesale, retail and distribution with diversity of products and services.

Responsibilities:

- Member of Board Management, participate in the success of the group and contribute in setting up strategies, opening/closing businesses, taking the major decision for the whole group and carry out the assigned special tasks.
- Participate in the yearly budget meetings (discuss and approve) of the various group-of-companies and divisions.
- Fully responsible and authorized for entire Information & Communication Technologies (data & voice) including setting up directions, hiring people, acquire necessary technologies, manage vendors, contract negotiations and manage IT budget.
- Responsible for Business Process and Procedures of the whole group including engineering/reengineering, design, optimizations and implementations.

Achievements (highlights):

- ✓ Contributed in defining corporate mission, vision, objectives, goals, strategies and KPI's for all group-of-companies.
- ✓ Participated and contributed in all meetings with outsourced top consultancy firms such as: Ernst & Young, Bureau Veritas and Ferguson-Consultants
- ✓ Changed the Group culture from traditional business (manual transactions) to IT-oriented business. Developed day-to-day core business applications and decision support systems.
- ✓ Established self-service IT division. Hired, trained and coached highly motivated and skilled application development and technical support teams.
- ✓ Designed, built, installed and managed modern centralized IT infrastructure (Unix/Windows Servers, SAN/NAS/DAS Storage, LAN/WAN networks, Oracle database, application server, development tools and backup solutions) from scratch and single-handed, spanning across 75+ locations around UAE with 800+ nodes.
- ✓ Delegated by the board to setup of newly established Taxi Fleet business (850 cars) from scratch taking care of all the tiny details, which includes wages system and operational procedures, all that done in record time. The operations was awarded by Sharjah Authority and ranked as #1 among all other licensed competitors.
- ✓ Reengineered the business process and procedures of Automotive Company, which include Vehicles, Workshops, Spare Parts, Sales, Orders, Warehouses and Accounts. General Motors IT personnel ranked us as #1 dealer for our in-house developed Parts System, its speed, Order Generation accuracy and its management features
- ✓ Setup of Customer Credit department (corporate-wide), engineered the policies and procedures, and developed the necessary systems that support the same.
- ✓ Being a major reference-site for Sun Microsystems, Hitachi Data Systems (HDS), NCR and Oracle.
- ✓ Consultant and speaker in major IT events and specialized magazines. Built a good reputation locally and internationally.
- ✓ Offered a job at Oracle San Francisco twice, in 1993 and 1998

Chief Designer & Project Manager Jan 1984 – Sep 1990 Sakhr (Al Alamiah) Arabic Software Development - Kuwait

Al Alamiah - Sakhr Arabic Software Development, was established to address the market need for Arabic computer, by providing Arabic Operating System, Arabic Applications and to break the barrier between the Arab World and computers

Responsibilities:

- Participate in the design of Sakhr Arabic Operating System, member of decision-making board for defining strategies and goals.
- As Chief Designer, involved in all projects. Build, train and manage highly qualified team that could deliver all of Sakhr applications.
- Carry out projects design & development and open new areas in development.

- Compose and integrate all music and sound effects of all applications (since I learned music).

Achievements (highlights):

- ✓ Designed and managed the following leading project:
 - Best Arabic Word Processor (Sakhr) in 1986-1988.
 - Best Arabic Filing System (Sakhr) in 1986-1988.
 - Best 'World Geography' educational application, which gained a good reputation and translated to English and Japanese.
 - Best 'Projectiles' educational application, including data structure and algorithms, which solves any projectiles problems in steps.
 - Sakhr Terminal Emulation, full design, analysis, algorithms and coding of entire communication core.
 - Sakhr Home Bank, the first communications software that links to GulfBank mainframe in Kuwait, doing an intelligent conversion of coming English text to Arabic.
- ✓ Composed and integrated music and sound effects for over than 60 applications.
- ✓ Offered a job at Microsoft Seattle 1991.

Credentials

Education

B.Sc. in Mathematics and Physics
Damascus University 1981, ranking 3rd out of (18) graduates

Languages

English : Excellent
Arabic : Native

Memberships & Awards

- Member of IEEE since 1996
- Member of Europe Middle East & Africa Oracle User Group (EOUG) since 1994
- White Paper "Mastering Oracle Tools", Europe Middle East & Africa Oracle User Group (EOUG) Conference, Amsterdam 14-19 April, 1996
- Deputy Director General, for Asia, IBC Cambridge – England, 1999
- Outstanding Man of the 20th Century, ABI – USA, 2000
- The First Five Hundreds at the New Millennium for Information Technology, IBC Cambridge – England, 2000
- Five Hundred Leaders of Influence, ABI US Library of Congress, Washington DC, 2000
- Who's Who in the World, Marquis Who's Who Publication Board, 1999
- International Who's Who, honored member, 1999
- Outstanding People of the 20th Century, IBC Cambridge – England, 1998
- International Who's Who, honored member, 1997

References

- Ali Al Yousuf, Vice Chairman, Al Yousuf L.L.C.
alyi@alyinvest.com, +971 4 3368787
- Fadi Abdulkhalek, Vice President, Oracle
fadi.abdulkhalek@oracle.com, +971 4 3909000
- Nidal Abou-Itaif, President MENA, Avaya
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- Ali Awada, Senior General Manager, MDS (Sun Partner)
ali@mdsuae.ae, +971 4 3350300
- Adel Mardini, CEO, Jetex Flight Support
adel.mardini@jetex.com, +971 4 2124000
- Mouhanad Wadaa, General Manager, Jetex Flight Support
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Return-of-Investment Woos Al Yousuf LLC
Al Yousuf L.L.C. selects Sun Microsystems
Serving a storm

<http://sun.systemnews.com/articles/75/3/pr-partner/12986>
<https://books.google.ae/books?id=T8sS9oOX19sC&pg=PA2>
<http://www.arabianbusiness.com/serving-storm-60558.html>

Hands-on

Operating Systems (Design, Installation, Configuration, Tuning and Administration)

- Sun Solaris 9
- NCR Unix SVR4 MP-RAS
- Linux (CentOS, Redhat, Ubuntu)
- SCO Unix 3.2.4
- Windows Server (DC's & Active Directory)
- StarGROUP LanManager 2.1a

Storage Sub-Systems (Design, Installation, Configuration, Tuning and Administration)

- Hitachi 9900V Storage, SAN switches and Applications
- NCR RAID Sub-Systems, SCSI Attached and RAID Manager Application

Database & Tools (Design, Installation, Configuration, Tuning and Administration)

- Oracle database 6-10g
- Oracle Application Server 10g
- Oracle development tools
- Oracle Management tools (Enterprise Manager & Grid Control)
- MySQL Server & PHPMyAdmin

Backup Solutions (Design, Installation, Configuration, Tuning and Administration)

- SunStorage L25 Library
- Veritas NetBackup 5.1 solution
- NCR Backup solution
- Cybernetics (ExaByte) Tape Library

Networks & Protocols

- Cisco Switches and Routers
- Access Servers (Lantronix)
- Print Servers (Axis/Lantronix)
- TCP/IP and Vlan's
- DHCP, DNS, WINS and Routing Protocols
- Serial Communications (RS232, V.35)

Programming Languages

- C
- Unix shell scripts
- PHP
- HTML & CSS

Training

• SA-239 Solaris 9 Sys Admin – Intermediate	Sun	Dubai	1week
• SA-299 Solaris 9 Sys Admin – Advanced	Sun	Dubai	1week
• SC-300 Administrating Security on Solaris	Sun	Dubai	1week
• Solaris System Performance Management	Sun	London	1week
• ES-310 Volume Manager with Sun StorEdge	Sun	Dubai	1week
• Veritas Net Backup for Unix 3.4	Sun	Dubai	1week
• 9900V (storage) Install & Maintenance	Hitachi	Munich	1week
• 9900V (storage) Software Solutions	Hitachi	Munich	1week
• Hitachi SAN attachment	Hitachi	Munich	1week
• Unix Fundamentals	NCR	USA	1week
• Unix System Administration	NCR	USA	1week
• Unix Shell Programming	NCR	USA	1week
• NCR Unix MP-RAS	NCR	USA	1week
• StartGROUP LanManager 2.1a	NCR	USA	1week
• StartPRO WIN TCP/IP	NCR	USA	1week
• AT&T LifeKeeper	NCR	USA	1week
• Oracle7 DBA	Oracle	Dubai	1week
• Forms30	Oracle	Dubai	1week
• ReportWriter 1.1	Oracle	Dubai	1week
• SQL*Plus	Oracle	Dubai	1week