

Ahmad Dandan

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Career Summary

Technically Professional, holding 17+ Years of rich experience in IT Domain. Delivering projects from conception and development to detailed planning, execution and final delivery ensuring management satisfaction. Skilled problem identifier & troubleshooter Quick study with an ability to rapidly achieve organizational integration, aggressively employ new methodologies. Demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity while forming cohesive team environments. Form quality liaisons & relationships easily, instilling high level of confidence at all levels.

Experience

Qatar Solar Technologies – Qatar Foundation

Sep 2011 – Present

Head of IT Support

- Direct the preparation and execution of computer and server operation procedures and recommend IT and computer use policies.
- Set up and monitor systems for responding to inquiries from staff to help them resolve any hardware or software problems.
- Lead user support initiatives and programs including the provision of necessary training and advice to ensure understanding of the functionality of systems.
- Plan and direct external technical support where problems cannot be resolved in-house.
- Recommend suitable software and hardware systems where these might improve performance.
- Establish and maintain appropriate quality control systems for the validation of data input and output.
- Supervise and train subordinate staff and ensure they are well equipped and prepared to execute their roles as per required standards.
- Supervise Help desk employees ensuring proper call handlings, response in timely and professional manner, and meeting internal business support SLAs,
- Work closely with IT Application team on daily and planned IT topics
- Work closely with ERP team to implement, configure and stabilize the ERP environment.
- Drafting and executing preventive maintenance strategies related to infrastructure stability.
- Set up and monitor network and data center infrastructure to host corporate servers and application.
- Establish and maintain policy and quality control system on network security and overall corporate infrastructure.
- Draft and update the IT Policies and Procedures related to IT Support and Infrastructure, for public, corporate users and internal IT users.
- Committee member for polysilicon factory for IT project and infrastructure readiness.
- Recommend network design, cable routing and specification for construction projects, and subsidiaries in plan to set up
- Set the technical scope of work for all IT projects related to IT Support and Infrastructure.
- Maintain service contracts with service providers and measure the SLA against their performance.

Exeed Precast

Feb 2010 – Sep 2011

IT Operation Manager

- Develop Yearly IT business sustainment plan and Budget and get them approved by CIO office and submit monthly progress report on a timely basis to CIO office.
- Setup the Helpdesk function parameters to best help the business requirements as per ITSM.
- Manage the IT support team and capability enhancements of each member with proper bench building capabilities.
- Synchronize technical infrastructure rollout projects with ERP implementation plans and National Holding (NH) Initiatives.

- Recommend IT Infrastructure capacity planning, using appropriate tools and recommending technical upgrades according to the standards set by the National Holding (NH) IT.
- Supervise third-party maintenance for network hardware, software, and telecommunications services according to the National Holding (NH) IT standards.
- Implement policies and procedures related to system security, e-mails, Internet, remote access, physical security and user awareness as per National Holding (NH) IT recommendations.
- Co-develop and implement operational manual within the IT infrastructure.
- Review the helpdesk tickets escalated and ensured high priority tickets resolving.
- Prepare Scope of Work for all IT projects related to precast plant construction.

Gulf Precast Concrete Co.

Jan 2002 – Jan 2010

Network Administrator
Head of IT department

- Precast Data analysis and production report produce, daily and monthly.
- Maintain & develop Pre-cast production software and create custom reports.
- Delivered support and maintain financial applications, payroll, customize and resolve new queries and reports.
- Responsible for precast pallet factory support and troubleshooting.
- Maintain factory pallet master computer and backup
- Maintain and support robot SCADA computers
- Maintain and support shutter robot, MSR, and Concrete Spreader.
- Responsible for batch plant software support.
- Responsible for creating all departments' business process related to ERP implementation.
- Responsible for ERP implementation activities and coordination between stockholders.
- Monitoring the delivery process of ERP product, and coordinate to ensure completion the project within the constraints of scope, quality, time and cost to deliver specified requirements.
- Gathering & compiling IT related demands; recommendation for purchasing based on a detailed report.
- Formulating and developing network infrastructure (Passive-Active) and securities provide helpdesk support and minimize the breakdown hours of the server disconnections and user desktops.
- Drafting proposals are describing the process of automating new areas and improving automation of existing computerized areas and establishing corresponding organization.
- Involved in development, maintenance support and enhancing process of computer applications, and initiate proposition.
- Ensure strict adherence to data center facilities changes management processes and reliability programs as per set policies and procedures.
- Administering the process of development and implementation of a data center strategy accompanying with diverse cross-organizational team and business owners.
- Work in close coordination with the main partners, external/internal for prompt delivery of IT Infrastructure Program.
- Corresponding with another project managers to identify cross-project dependencies and leverage best practices for a smooth workflow.

CompuStar Co.

Sep 1998 – Dec 2001

Entrepreneur - Owning and Managing Computer Reseller Co.

- Supply and installation of hard and software computer systems including all accessories to end users
- Identifying and procuring IT Suppliers and negotiate for quantity products and competitive price
- Provide technical know-how and user support by responding to calls, email, and personal requests for technical support.
- Establish, maintain and increase client satisfaction through professional, courteous, and caring service.

- Use remote control tools to control user's machine and troubleshooting problems.
- Assist other Technical Support Specialists in troubleshooting difficult and time-sensitive problems.
- Supply and maintain IT expertise by introducing new and evolving technologies including achieving appropriate industry and professional certifications to established businesses.
- Managing company accounting system.
- Managing company sales and marketing with local newspaper.

Ministry of Economy and Commerce

Jun 1996 – Dec 2001

IT Support – Data Entry

- I was a member of IT Technical Engineer group, and my primary duty is to assist and support employees in IT Department and Ministry employees.
- Installing and configuring computer systems.
- Diagnosing and solving hardware and software faults
- Logging employees queries
- Analysis call logs to spot a trend and underlying issues
- Set up new staff desktop, assist and train on how to use the IT setup
- Undertake housekeeping and reporting functions for the area of responsibility.

Education

Bachelor of Computer Science

2001/2002

Ajman University of Science & Technology

Professional Courses

Oracle Developer 6.i	2000	
Oracle DB Admin 10g	2006	
PMP Certification Course		2009
ITIL Foundation	2013	
Cisco Administration (CCNA)	2012	
SharePoint Administration		2013
System Center Service Manager	2013	
System Center Configuration Manager	2013	
System Center Operation Manager		2013
SAP Administration		2013

Personal Details

Date of Birth : 25 – 11 – 1978
 Place of Birth : Abu Dhabi – U.A.E.

Nationality : Lebanese
Marital Status : Married – 3 Children
Languages : Arabic – English