AHMAD FAHAL

Dubai, United Arab Emirates　　　　　　　　　　　　**Ahmad.O.F.Fahal@hotmail.com**

Mobile: +971 – 50 – 5316388

Target: Senior – IT Manager/IT Consultant/Network Admin

OBJECTIVE

IT professional and healthcare operations consultant with 14 years of experience seeking a challenging position in an IT management or healthcare operations consultancy position for continuous progress of my career, where I could excel with my experiences with a view of optimum utilization of acquired knowledge and skills toward charting a mutually beneficial growth path.

PROFESSIONAL EXPERIENCE

IT Consultant/Project and Operations Consultancy　　　　　　　**Mar 2023 – Present**
Freelance

- KAI Life Clinic, Dubai　　　　Mar 2023 – Nov 2023
  - Plan and supervise the execution of the IT infrastructure, IT Security and Cloud Management
  - Plan and procurement of IT Hardware, software and utilities.
  - DHA (Dubai Health Authority) IT compliance and data protection.
  - Staff Training in Software (Medical/MS Office)
  - Project handed over by Nov 2023

- H.E.A.L Clinic, Dubai　　　　Nov 2023 – present
  - Plan and supervise the execution of the IT infrastructure, IT Security and Cloud Management
  - Business consultancy and operational needs of IT Hardware, software and utilities.
  - Project is still ongoing.

IT Manager/Consultant　　　　　　　　　　　　　　　　**Aug 2021-Mar 2023**
Yugen Care by Dr. Gehad

- IT Project Manager handling whole business IT operations and opening including complete management and configurations of all IT infrastructure, Software, Hardware, Third-party teams, IT governance, and IT compliance of facility within DHA and JCI standards.
- IT Hardware and Software Consultant / JCI Accreditation Certification – IT Department compliance, Systems, risk and quality.
- Consulting for Hospital Information System requirements involving software/hardware, testing, budgeting and API's integration.
- Consulting for Call Center Solutions and CRM software requirements involving software/hardware, testing, budgeting and API's integration.
- Overview and consulting for company website creation with web developers.
- Marketing involvement by bringing new ideas and operational solutions to increase revenue.
- All that's mentioned in the following roles is also applicable to the criteria of my work routine.

IT Manager　　　　　　　　　　　　　　　　　　　**Sept 2013 – Jan 2020**
CosmeSurge and Emirates Hospital Group

Responsibilities:

- IT Administration and IT managerial and consultation key-role for Abu Dhabi region over 6 hospital branches
- Infrastructure Consultant for building full network setups of new branches including security systems, CCTV systems, backup systems, and remote access.
- HyperV and VMware virtualization setup and implementation, management of virtual servers and cloud backups.
- Consultant on usage of hardware from workstations to printers to servers to reflect best performance for front end and back end.
- Managing network infrastructure and projects including installation of (Servers, Switches, Access points and cabling).
- Oracle NetSuite and ERP management.
- Active Directory, DNS and Group policies on all Windows server environments.

- Hardware and software for all desktop, laptop and printer brands, on all Windows environments
- Network security and firewall (Fortinet), DHCP, DDNS and virtual hosting settings and implementation.
- Hospital Information System (HIS) setup over network, workstations and database connections.
- User and computer restrictions and roles, also all MS office maintenance & training.
- File Server, Print Server and Backup Server. Monitoring overall flow of data while following e-filing procedures and security measures of data.
- Anti-virus and Anti-malware implementation over network. Policies, upgrades and virus signatures over cloud.
- Surveillance Servers, DVRs and NVRs. IP and Analog cameras over network. Remote access and profiling management access roles.
- Time & Attendance system Implementation and training.
- Telephone systems, IP and Hybrid PABX management and implementations. Extension configuration, performance logs and voice calls recording (Panasonic, Avaya, Grand stream)
- Providing technical support related to operations and upkeep of file access and management control.
- Access control and End user training.
- IT budgeting, purchasing and supplier\vendor communications.

IT Management and IT project operations including Infrastructure, Network Setup, Network Security, Network Disaster and risk management:

- CosmeSurge Al Mashreq Mall – Abu Dhabi
- CosmeSurge Khalifa City – Abu Dhabi
- Emirates Hospital – Abu Dhabi Delma Street
- CosmeSurge – Abu Dhabi Delma Street
- Emirates Home Nursing – Abu Dhabi
- Yugen Care by Dr. Gehad – Dubai
- KAI Life Clinic – Dubai

IT/Systems Admin   **April 2011–Sept 2013**
Al Zarwa Real Estate

Responsibilities:

- Managing network infrastructure.
- Managing information systems, analyzing/drafting technical documentation, and maintaining system logs for root cause analysis on customer support issues.
- Delivering accurate, current information with intranets and self-service applications that foster a collaborative environment in the organization.
- Involving in the management of intranet using server proxy without compromising the network security for incoming request from internet.
- Following up with Management to achieve accuracy of database by continuous data updates, in addition to fault tolerance to meet specific computational requirements, capacity and performance needs.
- Providing technical support related to the operations and upkeep of file access and management control. Assisting with training/education of users.

EVENTS MANAGEMENT   **Nov 2009 – April 2011**
Part-Time Contracting

Responsibilities:

- Formula 1 2009 Supervisor for Ticket Sales systems on-site, Collaborating with Abu Dhabi Motorsport Management.
- FIFA Clubs World Cup in UAE 2009, Supervisor on VIP lounges and event operations, collaborating with Abu Dhabi Sports Council.
- Formula 1 2010 Area Manager for Ticket sales and merchandise systems, Collaborating with Abu Dhabi Motorsport Management.
- Formula 1 2010 Supervisor for concerts ticket sales systems on-site after-race, Collaborating with Flash Entertainment.

AHMAD FAHAL

Dubai, United Arab Emirates   **Ahmad.O.F.Fahal@hotmail.com**

Mobile: +971 – 50 – 5316388

KEY SKILLS

- ❖ Network and System Administration.
- ❖ Database Management.
- ❖ Hardware: Workstations, Servers, Switches, Routers.
- ❖ Software: All Windows OS, All Windows servers, MS Office, MS SQL Server, MS Web Developer, Anti-virus software, PABX software.
- ❖ Networking: TCP/IP, DNS, Ethernet, AD, DHCP, GPs, Firewall.
- ❖ Communication, Leadership, Interpersonal Networking, Analytical, Training & Decision-Making Skills.

EDUCATION

- ❖ **New York Institute of Technology,** United States of America – New York, 2006 - 2008
  Bachelor's degree in computer science, Distributed systems & Internet Engineering

- ❖ **Ajman University of Science and Technology,** United Arab Emirates - Ajman, 2004 - 2006
  Two years studying Electronics Engineering

PERSONAL DETAILS

- ❖ **Date of Birth:** 23 August 1986
- ❖ **Visa Status:** Residency Visa (Transferable)
- ❖ **Driving License:** N/A
- ❖ **Languages Known:** English and Arabic
- ❖ **Nationality:** Syria

REFERENCES

Available upon request.