

# MAZEN ZBIB

B.Sc. (Hons), MCSE, MCITP, MCTS, MCSA, MCP, CCA, OCA, CIW, ITIL-F  
Professional Member in the British Computer Society

Doha • Qatar • ☎ +974 3320 8816 • ✉ mazenzbib@hotmail.com

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## IT MANAGER / IT DIRECTOR

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Experienced and dynamic IT professional with +12 years of experience including +6 years of international exposure; A successful track record in managing group-wide IT operations to achieve bottom line results through the effective design and delivery of systems and processes that directly support core business objectives. Inspires teams and builds profitable relationships with suppliers, cross-national organisations and personnel at all levels. A skilled problem solver and multi-tasker with excellent analytical skills, consistently delivers business-critical projects on time and under budget and designs IT infrastructure and technology solutions that support large user groups, corporate headquarters and multiple remote locations.

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## AREAS OF EXPERTISE

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IT Operations / IT Strategy  
Recruitment / Team Leadership  
Vendor Relations / Negotiations  
Streamlining / Cost Saving  
Training / Development  
Technical Support

Project Management  
Quality Process Improvement  
Data Centre Management  
Budgeting / Expense Control  
Procurement / Purchasing  
Restructuring

IT Infrastructure / IT Security  
Application Management  
QA & Risk / Best Practice  
Database Administration  
Network Administration  
ERP Administration

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## PROFESSIONAL EXPERIENCE

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**IBN Ajayan Projects, DOHA, QATAR (<http://www.ibnajayan.com>)**

**Jan 2015 – Present**

*A project management, Event management, Mall Management, facility management, camp management, Construction and consultancy services.*

**IT MANAGER**

**IBIN AJAYAN TRADING GROUP, DOHA, QATAR (<http://www.ibinajayan.com>)**

**Feb 2009 – Present**

*A leading commercial group in the Gulf region consisting of eight diverse companies employing over 1900 staff.*

**GROUP IT MANAGER and ISO MANAGEMENT REPRESENTATIVE**

Primary focal point for all aspects of group-wide IT operations, including developing and implementing the IT strategy to meet core business objectives, preparing and allocating budgets, negotiating SLAs with service providers, overseeing all IT procurement activities, and recruiting, training, mentoring and managing IT staff. Liaises extensively with suppliers, internal departments and the CEO, hosts meetings to review strategic goals and initiatives, authors reports, policies and technical manuals, and implements a broad range of improvement projects to streamline operations, deliver cost savings and improve technical efficiencies and productivity.

- ❖ **Consistently achieves financial targets and delivers major cost savings** by producing effective annual business plans, securing improved deals with vendors and implementing alternative IT/business solutions.
- ❖ **Provides comprehensive support and training** to end-users and facilitates and maintains IT infrastructure, including desktop applications, LAN/WAN, Wireless Network and VPN.
- ❖ **Enhanced practices/team capabilities** by restructuring the IT Department and implementing new policies.
- ❖ Oversaw successful ERP implementation and worked with VW Germany on five separate IT projects.
- ❖ Ensures smooth running of all ICT systems, anti-virus software, print services and email provision and manages all network hardware and equipment including routers, switches, hubs, and UPSs.
- ❖ **Created highly praised** Training Department for IT systems training and holds regular workshops/presentations.
- ❖ Performs resource and requirements gathering, systems monitoring, backups of hardware, software and systems, troubleshooting, archiving, disaster recovery, as well as upgrades and IT inventory maintenance.
- ❖ **Strengthened group awareness** through the design/development of engaging and innovative new website.
- ❖ **Principal Project Manager** for: delivery of Microsoft Dynamic Navision group-wide; LS Retail; upgraded/developed CarPro Vehicle renting system; implemented ODIS, Mirror Server/2 and ElsaPro for VW IT system.
- ❖ **Acclaimed** for ongoing successes in IT delivery and projects including from Microsoft (New York), VW (Germany) and appreciation certificate from Ibin Ajayan group.

### **ISO MANAGEMENT REPRESENTATIVE ROLES:**

- Supervise and manage the overall performance of staff in the organization.
- Analysing, reporting, giving recommendations and developing strategies on how to improve quality and quantity.
- Achieve business and organization goals, visions and objectives.
- Involved in employee selection, career development, succession planning and periodic training.
- Working out compensations and rewards.
- Responsible for the growth and increase in the organizations' finances and earnings.
- Identifying problems, creating choices and providing alternatives courses of actions.

### **MADI TECHNOLOGY COMPANY, BEIRUT, LEBANON**

**Feb 2007 – Jan 2009**

*One of the leading IT Services and IT consulting companies in the region.*

#### **CONSULTANT / SYSTEMS ADMINISTRATOR**

Provided specialised IT expertise as well as high-level consulting support and ongoing developments of numerous company activities, including business requirements analysis, operations support, delivery of critical IT projects, troubleshooting, implementation of new systems, network hardware and software upgrades, research and reporting, and ensuring teams met all performance objectives and quality assurance standards.

- ❖ **Optimised network availability** by investigating and installing enhancements and creating new procedures.
- ❖ **Successfully delivered various projects** for the design and implementation of Windows XP/Server 2003.
- ❖ **Prevented malfunctions and difficulties** by troubleshooting networks, systems and applications.
- ❖ Proposed and **implemented feasible solutions** to user issues after identifying root causes.
- ❖ Installed, configured and maintained user workstation hardware, software and peripheral devices.
- ❖ Set up a communication infrastructure that **provided effective interaction** within a prescribed user area.

### **MIDDLE EAST GROUND HANDLING (MEAG), BEIRUT, LEBANON IT TECHNICIAN**

**2004 – 2008**

- ❖ **Played major role** in the ISO preparation that was successfully awarded to the company.
- ❖ **Remedied failures** by performing equipment repair, cable builds and replacing boards and components.
- ❖ **Ensured delivery** of fully functional solutions by reporting project issues, scope changes and expenditures.
- ❖ Oversaw the coordination, management and full lifecycle delivery of broad-based IT development activities, such as installing and troubleshooting work stations, hardware, software and network operating systems

### **LEBANESE AIR FORCE, BEIRUT, LEBANON TECHNICAL SERGEANT**

**2003 – 2004**

- ❖ **Credited** with continuous improvement to technical operations and ensuring compliance with all procedures. Directed day-to-day IT operations and **performance** activities of the Technical Wing at Beirut Airbase.

### **FREELANCE COMPUTER TECHNICIAN – BEIRUT, LEBANON**

**2001 – 2003**

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## **PROJECTS HANDELED**

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#### **SAP Business one (Sept 2015 – Till date)**

**Role:** Project Manager

**Outline:** implementation of Finance, Sales, purchase, inventory, HR and Property management

#### **OFFICE 365 E4 plan– Exchange, SharePoint, Power BI, OneDrive for business, Yammer and Skype for business (June 2015)**

**Role:** Project Manager

**Outline:** Hybrid solution

#### **OFFICE 365 – Exchange and SharePoint online (Feb 2015)**

**Role:** Project Manager  
**Outline:** Hybrid solution for exchange

**SharePoint 2013 – HR Workflows (May 2014 – till now)**

**Role:** Project Manager  
**Outline:** HR process workflows

**ISO 9001-2008 Quality System Implementation (September 2013 till April 2014)**

**Role:** ISO Management Representative  
**Outline:** Provide the foundation to better Customer Satisfaction, Staff motivation and continual improvement

**SharePoint 2013 – Document Management (April 2013)**

**Role:** Project Manager  
**Outline:** Managing and archiving documents in the company

**Exchange Server migration from 2007 to 2013 (Feb 2013)**

**Role:** Project Manager  
**Outline:** upgrading the mail system in the company

**SKODA BRAND Website (15<sup>th</sup> of Nov 2012 till 10<sup>th</sup> Jan 2013)**

**Role:** Dealer project manager  
**Outline:** Developing and designing a new website based on SharePoint 2010  
**SKODA announced that QATAR was the first Arab country to finalize the project successfully.**

**Group Website Development (1<sup>st</sup> of June 2010 – 30<sup>th</sup> of June)**

**Role:** Client Project Manger  
**Outline:** Developing a Group Website based on Content Management System

**ODIS Implementation, VW IT System (Jan 2012 - Mar 2012)**

**Role:** Project Manager  
**Outline:** Implementation of ODIS, VW IT System

**Mirror Server/2 Implementation, VW IT System (Sep 2011)**

**Role:** Project Manager  
**Outline:** Implementation of Mirror Server/2, VW IT System  
**Congratulation Letter** from VW (Germany) for successfully implementing and managing the Project

**ERP System Implementation, Microsoft Dynamic Navision – LS Retail (Jun 2011 - Jul 2011)**

**Role:** Project Manager  
**Outline:** Implementation of Microsoft Dynamic Navision - LS Retail

- **Modules Implemented:** Finance & Fixed Asset; Supply Chain Management; Retail & Hospitality; HR & Payroll; Standard CRM

**ElsaPro Implementation (Sep 2010 - Dec 2010)**

**Role:** Project Manager  
**Outline:** Implementation of ElsaPro, VW IT System used by SKODA and SEAT

**ERP System Implementation, Microsoft Dynamic Navision (Jan 2010 – Mar 2011)**

**Role:** Project Manager  
**Outline:** Implementation of Microsoft Dynamic Navision for 6 companies

- **Modules Implemented:** Finance & Fixed Asset; Supply Chain Management; New Cars and Used Cars Sales; Service; Warehouse; Leasing; Renting; HR & Payroll; Standard CRM

**Appreciation Letter from Microsoft (New York Office)** for successfully managing the implementation of the project.

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## EDUCATION & CREDENTIALS

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**Academic Degrees**

- M.Sc. Second Year, Information Technology, **Anglia Ruskin University** – Cambridge UK,

- B.Sc.(Hons.), Information Technology and Computing, **Arab Open university**, 2004 -2008, GPA: 3.75/4
- B.Sc. with First Class Honours from the **UK Open University** for following an approved Honours program in Information Technology and Computing, 2009.

#### **Certifications:**

- CITM - Certified IT Manager
- ITIL-F - Information Technology Infrastructure Library
- MCT - Microsoft Certified Trainer
- MCSE - Microsoft Certified Solutions Expert – Server Architecture 2012
- MCITP - Installation and Configuration for Microsoft Dynamics Navision 2009
- MCITP - Microsoft Certified IT Professional – Database Administrator
- MCITP - Microsoft Certified IT Professional - Enterprise Administrator
- MCITP - Microsoft Certified IT Professional - Server Administrator
- MCTS - Microsoft Dynamics Navision 2009 Installation and Configuration
- MCTS - Microsoft Certified Technology Specialist (SQL Server 2008 Implementation and Maintenance)
- MCTS - Microsoft Certified Technology Specialist (Windows 7 and Office 2010 Deployment)
- MCTS - Microsoft Certified Technology Specialist (Windows Server 2008 Network Infrastructure, Configuring)
- MCTS - Microsoft Certified Technology Specialist (Windows Server 2008 Active Directory, Configuring)
- MCTS - Microsoft Certified Technology Specialist (Windows Server 2008 Applications Infrastructure, Configuring)
- MCSA – Microsoft Certified Solutions Associate (OFFICE 365)
- MCSA – Microsoft Certified Solutions Associate (windows Server 2008 & 2012)
- MCP - Microsoft Certified Professional MC Id: 8697205
- OCA - Oracle Certified Administrator
- Oracle Database 11g: SQL Fundamentals I
- CCA - Citrix Certified Administrator Id: CTX338989
- CIW - Certified Internet Webmaster Associate Id: 241539
- Master Certificate in Business Management

## — PROFESSIONAL DEVELOPEMNT / TRAINING COURSES —

<b>Trainings &amp; Courses</b>	<b>Location</b>	<b>Period</b>
Lync Deployment and Exchange Boot Camp	Doha, Qatar	25 – 26 Sep 2012
CITM - Certified IT Manager	Kuala Lumpur, Malaysia	12 -14 Sep 2012
IT Training in Skoda	Mlada Boleslav, Czech	27 – 28 June 2012
IT Training in VW	Wolfsburg, Germany	28-29 Feb 2012
Management Skills and Leadership Development Course	Doha, Qatar	May 2011
ElsaPro system	Wolfsburg, Germany.	23-26 Nov 2010
IT Training in VW	Dubai, UAE	21-22 Sep 2010
IT Training in SKODA	Mlada Boleslav, Czech Republic	17-21 May 2010
IT Training in SEAT	Spain, Barcelona	8-12 Mar 2010
Course 50046A: Introduction to Development using Windows SharePoint Services 3.0	Doha, Qatar	Dec 2009
Course 5050A: Recovering Messaging Servers and Databases using Microsoft Exchange Server 2007	Doha, Qatar	Nov 2009
IT Training in SKODA	Mlada Boleslav, Czech Republic	20-21 Oct 2009
Practical Training in Electricity of Lebanon - IT dept. including development of an application for monitoring staff attendance	Beirut, Lebanon	Jul 2007 (3 weeks)
Practical Training with Middle East Airlines (MEA)	Beirut, Lebanon	2001 (6 weeks)
Hands-on Training with Trans Mediterranean Airways (TMA)	Beirut, Lebanon	2000

## — TECHNICAL BACKGROUND —

- Desktop Operating Systems: MS DOS, Windows 95/98/2000/XP/Vista/Win 7 & 8
- Server Operating Systems: Windows Server 2000/2003/2008/ 2008 R2 / 2012
- Application Package: Microsoft Office Suite (Word, Excel, PowerPoint, Access & One Note)

- Internet Technologies: IIS 6 & 7, Dreamweaver CS5, Flash CS5 & HTML 4.0
- Citrix: XenApp 6.0
- Business Systems: MS Dynamics Navision 5 & 2009, CarPro renting system, LS Retail
- Backup System: Symantec Exec 2010/ 2013, Acronis Backup
- Cisco: IP Telephony
- Databases: SQL Server 2005/2008, MySQL, Oracle Database 11g
- Mailing: Exchange Server 2003/2007/2010
- Networking Technology: Active directory, DNS, DHCP, TCP/IP, VPN & Wireless 802.11
- Firewall: ISA 2007 & Cisco PIX, Microsoft Forefront Threat Management Gateway, Barracuda
- Virtualization: Terminal services & VMware
- Symantec: PC Anywhere and Symantec Ghost

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## **REFERENCES**

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References will be furnished on request