

MAZEN ZBIB

M.Sc, ITIL-F, MCT, MCSE, MCITP, MCTS, MCSA, MCP, CCA, OCA, CIW
Professional Member in the British Computer Society
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IT MANAGER / IT DIRECTOR

Experienced and dynamic IT professional with +13 years of experience including +8 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.

AREAS OF EXPERTISE

IT Operations / IT Strategy	Project Management	IT Infrastructure / IT Security
Recruitment / Team Leadership	Quality Process Improvement	Application Management
Vendor Relations / Negotiations	Data Centre Management	QA & Risk / Best Practice
Streamlining / Cost Saving	Budgeting / Expense Control	Database Administration
Training / Development	Procurement / Purchasing	Network Administration
Technical Support	Restructuring	ERP Administration

PROFESSIONAL EXPERIENCE

Group IT MANAGER

Jan 2015 – Present

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

A Project Management, Event management, Mall Management, facility management, Camp management, Construction and consultancy services company.

Role and Responsibilities:

- ❖ Approve and monitor major projects, IT budgets, priorities, standards, procedures, and overall IT performance.
- ❖ Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- ❖ Manage staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.
- ❖ Design, develop, implement and coordinate IT systems, policies and procedures.
- ❖ Act in alignment with user needs and system functionality to contribute to organizational policy
- ❖ Handle annual budget and ensure cost effectiveness.
- ❖ Completes projects by coordinating resources and timetables with user departments and data centre.

GROUP IT MANAGER

Feb 2009 – Present

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

A leading commercial group in the Gulf region consisting of eight diverse companies employing over 3000 staff. Ibin Ajayan Group consists of: Ibin Ajayan Automobile, Ibin Ajayan Trading, QETCO, BAUMA, Farggi Coffee shop, Sixt rent a car, Capital Taxi and industrial petrol station.

Roles and Responsibilities:

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.

**CONSULTANT / SYSTEMS ADMINISTRATOR
MADI TECHNOLOGY COMPANY, BEIRUT, LEBANON**

Feb 2007 – Jan 2009

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

Roles and Responsibilities:

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

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

2003 – 2004

Roles and Responsibilities

- ❖ **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

PROJECTS HANDELED

SAP Business one (Sept 2015 – May 2017)

Role: Project Manager

Outline: Implementation of Finance, Fixed Assets, Sales, procurement, Inventory, HR and Property management

OFFICE 365 E5 plan– Exchange, SharePoint, Power BI, OneDrive for business, Yammer and Skype for business (June 2015)

Role: Project Manager

Outline: migrating the email system to office 365, creating Team sites for each department for document management on SharePoint, implementing OneDrive for business for managerial levels and implementation of skype for business for internal and external use.

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 (15th of Nov 2012 till 10th 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 (1st of June 2010 – 30th 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.

EDUCATION & CREDENTIALS

Academic Degrees

- M.Sc. Information Technology, **Anglia Ruskin University** – Cambridge UK, 2013-2017
- B.Sc.(Hons.), Information Technology and Computing, **Arab Open university - Beirut**, 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:

- Project Management Life Cycle
- Data Science Orientation
- 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: 241539p
- Master Certificate in Business Management

PROFESSIONAL DEVELOPEMNT / TRAINING COURSES

Trainings & Courses	Location	Period
Project Management Life Cycle	Edx.org	Dec 2016 – April 2017
Data Science Orientation	Edx.org	April 2016 – Dec 2016
MCT Annual meeting – Technical meeting	Germany, Cologne	4 – 6 August 2016
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 & 10
- 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, SAP B1
- Backup System: Symantec Exec 2010/ 2013, Acronis Backup
- Communication: IP telephony, Skype for business
- Databases: SQL Server 2005/2008/2012, MySQL, Oracle Database 11g
- Mailing: Exchange Server 2003/2007/2010/2013, Office 365
- Document Management: SharePoint, M-Files
- 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

REFERENCES

References will be furnished on request