

Mazen Zbib

IT Director / CTO / Project Manager

Experienced and dynamic with successful track record 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.



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SKILLS

IT Management Project Management Cloud Computing Office 365 Leadership Communication IT Strategy
Consultation Project Delivery Business Intelligence ERP agile Change Management Network Architecture
Training Digital Transformation Budgeting Procurement Negotiation

WORK EXPERIENCE

GROUP IT MANAGER

Ibin Ajayan Trading Group [🔗](#)

02/2009 – Present

Qatar, Doha

A leading commercial group in the Gulf region consisting of eight diverse companies employing over 3000 staff.

Achievements/Tasks

- 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.
- Oversaw successful ERP implementation and worked with VW Germany on five separate IT projects.
- Created highly praised Training Department for IT systems training and holds regular workshops/presentations.
- Acclaimed for ongoing successes in IT delivery and projects including from Microsoft (New York), VW (Germany) and appreciation certificate from Ibin Ajayan group.
- Enhanced practices/team capabilities by restructuring the IT Department and implementing new policies.

IT project Manager

Ibin Ajayan Projects [🔗](#)

01/2015 – Present

Doha, Qatar

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

Achievements/Tasks

- Approve and monitor major projects, IT budgets, priorities, standards, procedures, and overall IT performance. Identify, head and oversee complex sourcing IT projects consisting of software, hardware and maintenance.

CONSULTANT / SYSTEMS ADMINISTRATOR

MADI TECHNOLOGY COMPANY

02/2007 – 01/2009

Beirut, Lebanon

IT Services and Consultancy provider

Achievements/Tasks

- Provided specialized 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.

WORK EXPERIENCE

IT TECHNICIAN

MIDDLE EAST GROUND HANDLING

2004 – 2008

Beirut, Lebanon

Achievements/Tasks

- Oversaw the coordination, management and full life cycle delivery of broad-based IT development activities, such as installing and troubleshooting work stations, hardware, software and network operating systems.
- Ensured delivery of fully functional solutions by reporting project issues, scope changes and expenditures.
- Remedied failures by performing equipment repair, cable builds and replacing boards and components.

TECHNICAL SERGEANT

LEBANESE AIR FORCE

2003 – 2004

Beirut, Lebanon

Achievements/Tasks

- 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.

COMPUTER TECHNICIAN

Freelancer

2001 – 2003

Beirut, Lebanon

PERSONAL PROJECTS

ISO 27001 Implementation (06/2019 – Present)

- focusing on the protection of sensitive information gathered from customers that an organization collects, stores, transmits, or processes. This standard lists auditable requirements related to Information Security Management Systems (ISMS).

PLEDGE (SAP) - HR & Payroll (02/2018 – 08/2018)

- Implementation of HR and payroll solution with Employee self-service portal.

SAP Business one (09/2015 – 05/2017)

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

OFFICE 365 E5 plan Implementation (04/2015 – 08/2015)

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

SharePoint HR Workflows (05/2014 – 09/2014)

- HR process workflows

ISO 9001-2008 Quality System Implementation (09/2013 – 04/2014)

- Provide the foundation to better Customer Satisfaction, Staff motivation and continual improvement

SharePoint Document Management (04/2013 – 04/2013)

- Managing and archiving documents in the company

Exchange Server migration from 2007 to 2013 (02/2013 – 02/2013)

- upgrading the mail system in the company

SKODA BRAND Website (11/2012 – 01/2013)

- 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 (06/2010 – 06/2010)

- Developing a Group Website based on Content Management System

ODIS Implementation, VW IT System (01/2012 – 03/2012)

- Implementation of ODIS, VW IT System

PERSONAL PROJECTS

Mirror Server/2 Implementation, VW IT System (09/2011 – 09/2011)

- 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 (06/2010 – 07/2011)

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

ElsaPro Implementation (09/2010 – 12/2010)

- Implementation of ElsaPro, VW IT System used by SKODA and SEAT

ERP System Implementation, Microsoft Dynamic Navision (01/2010 – 03/2011)

- 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

Bachelor's degree, Information Technology & Computing

Arab Open University

2004 – 2008

3.75/4

MSc Information Technology

Anglia Ruskin University

01/2013 – 06/2017

CERTIFICATES

Project Management Life Cycle

Certified IT Manager

Parallels RAS Technical Professional (RAS-TP)
(07/2019 – 07/2021)

MCT - Microsoft Certified Trainer

MCITP - Installation and Configuration for Microsoft Dynamics Navision 2009

MCITP - Microsoft Certified IT Professional - Enterprise Administrator

MCTS - Microsoft Dynamics Navision 2009 Installation and Configuration

MCTS - Microsoft Certified Technology Specialist (Windows 7 and Office 2010 Deployment)

MCTS - Microsoft Certified Technology Specialist (Windows Server 2008 Active Directory, Configuring)

MCSA – Microsoft Certified Solutions Associate (OFFICE 365)

MCP - Microsoft Certified Professional MC Id: 8697205

Oracle Database 11g: SQL Fundamentals I

CIW - Certified Internet Webmaster Associate Id: 241539p

Data Science Orientation

Sophos Certified Engineer (07/2019 – Present)

ITIL-F - Information Technology Infrastructure Library

MCSE - Microsoft Certified Solutions Expert – Server Architecture 2012

MCITP - Microsoft Certified IT Professional – Database Administrator

MCITP - Microsoft Certified IT Professional - Server Administrator

MCTS - Microsoft Certified Technology Specialist (SQL Server 2008 Implementation and Maintenance)

MCTS - Microsoft Certified Technology Specialist (Windows Server 2008 Network Infrastructure, Configuring)

MCTS - Microsoft Certified Technology Specialist (Windows Server 2008 Applications Infrastructure, Configuring)

MCSA – Microsoft Certified Solutions Associate (windows Server 2008 & 2012)

OCA - Oracle Certified Administrator

CCA - Citrix Certified Administrator Id: CTX338989

Master Certificate in Business Management

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Native or Bilingual Proficiency

Italian
Limited Working Proficiency

French
Elementary Proficiency