MOHD. RACHAD ZIADEH

OBJECTIVE

A highly versatile IT professional with a litany of professional certifications & trainings to credit and 12+ years of brilliant track record of handling high end IT projects and networking systems, with competencies in conceptualizing and supporting critical IT frame works and applications, implementing projects, managing vendor and product selection. Seeking a challenging position to contribute excellent technical proficiency and management expertise towards smooth business operations in a reputed organization.

KEY SKILLS

- Team, People and Organizational Leadership & Management, IT Management, Technology Management
- Network and software Tools, Establish Policies, Guidelines & Project KPIs, Project Management
- Servers, Racks & Workstations Maintenance, IT Project Management, System Analysis, Application Development
- Technology & Infrastructure Management, Troubleshooting & Performance Tuning
- System Administration, Installation & Configuration, Teaching, Leadership, Performance Evaluations
- Communication, Interpersonal, Networking, Analytical & Decision Making Skills
- OSI and TCP/IP models, IP addressing, DHCP, DNS, WINS, RRAS, VPN, IPv4 and IPv6.
- Cisco, Microsoft Visio 2003, CISCO Packet Tracer V4.11, 5.0& BOSON Netsim V6.0

PROFESSIONAL EXPERIENCE

Project Manager, Multi-Services Co., Doha, Qatar   October 2008 - Present

Designation Chronology:
- Mar 2010 - Present: Project Manager (Fuel Management System)
- Oct 2008 - Mar 2010: Systems Engineer (Fuel Management System)

Joined as a Systems Engineer and crafted an upward growth curve to merit promotion to the position of Project Manager, through exceptional performance

Highlights:
- Managed the IT Strategic initiatives, provided leadership for delivery of high quality technical solutions for organizational projects, new system development and system integration for all new and potential technology within the Fuel Management System.

Key Responsibilities:
- Providing leadership for technology functions and managing overall IT service functions and driving the company's Technology strategy through design-build and bid processes.
- Leading strategic technological planning by prioritizing technology initiatives and coordinating the deployment of requisite technologies in alignment with business.
- Estimating and planning projects from start to finish, overseeing project milestones, and ensuring project goals and objectives are accomplished within prescribed schedules and budgets.
- Keeping IT strategy aligned with the changing business needs, and supervising field personnel, managing subcontractors, overseeing project to substantial completion and through the warranty period.
- Adding value to businesses by effectively managing projects and costs to realize efficiencies/benefits/reduced costs internally and advising the management on selection of productivity enhancing technologies and their application for business process optimization.
- Coordinating with various departments, liaising and negotiating with customers and project architects, and maintaining quality standards as well as timely execution of day to day operations.
- Contributing actively to the evolution and execution of the organization's strategic and business plans across all areas including key IT projects and programs by maintaining optimal service availability, system performance and project deliverables.
- Demonstrating extensive knowledge and experience in multiple disciplines within a technology domain - Possesses a strong working knowledge of the organization, its products and services, and key business drivers.

Key Responsibilities as Systems Engineer:
- Supported leadership activities toward enhanced system engineering role in the Fuel Management System development and production lifecycle, defining system level requirements and flow down requirements to Project Hardware & Applications.
- Performed high level system design and interface definition, selected up to date implementation platforms to support technology roadmap for fleet management operational approaches by evaluating current systems and operations methodologies.
- Applied knowledge of hardware, software, operational analysis and test and integration to assure system concept feasibility and integrity and oversaw as well as directed the field installation activities.

- Maintained and documenting the configuration of the system, for improving and adapting existing subsystems and systems for application to new and future customer requirements.
- Developed and analyzed tradeoff and alternative approaches to subsystem or system development problems to determine best approach for meeting technical requirements at minimum cost and consistent with delivery dates.
- Maintained a relationship with the customer as a technical liaison, and troubleshooting any Client reported problems.

Systems Administrator, Mapco, Inc, Qatar, Doha   March 2007 - October 2008

Highlight:
- Extended system administration and support to include software/ hardware maintenance, upgrades, troubleshooting under stringent deadlines in a fast-paced, 24X7 environment.

Key Responsibilities:
- Proffered technical and managerial support for critical business applications, performed morning checks of systems/software and backup of data.
- Supported a suite of internal tools used for delivering key business service including installation and configuration new hardware/software.
- Provided support for password and access management, helped unlock user ID and reset passwords as well as adding/deleting/creating/modifying user account information (including email accounts).
- Operated and administered, configured and troubleshot outlook related issues, provided solutions to prevent problems from occurring in area of responsibility.
- Resolved technical problems reported by users, maintained and updated network access forms for users in addition to change or assign permissions for user accounts as requested.
- Oversaw issues related to network data drops in offices and work areas as well as troubleshoot wireless broadband for executive laptops.
- Recommended upgrades, patches, and new applications/ equipment, troubleshot network performance issues and created/ maintained a disaster recovery plan, extended technical support/ guidance to users, to ensure smooth operation of communication networks in order to provide maximum performance and availability for users.
- Deployed and configured high availability solutions over high-end systems, troubleshooting any endpoint reported problems and conducting system performance tuning.
- Kept abreast of latest technological advancements and utilized the potentials of the same to respond to distinctive and special needs of the organization.

Teacher, Tripoli Technical Institution - El Mina, Tripoli, Lebanon   January 2005 - February 2007

Key Responsibilities:
- Taught "UNIX" & "Windows2003 server" for TS3 "informatics" English Class using Real-Time Lab Class & Virtual Class using "KNOPPIX" for UNIX & "VIRTUAL PC" for win2003server.
- Delivered quality training for "Networking I & II" for TS3 "informatics" French Class.
- Designed and established syllabi structures and a definite road map to deliver quality certification courses, in alignment with long term organizational objectives.
- Maintained content expertise by educating through workshops, reading material, on-site shadowing, etc. in the research, current practices, and future trends regarding the training topics.
- Reviewed, restructured and innovated processes, procedures and execution methodologies to ensure all trainees attain international standards of compatibility.

Other Professional Experiences:
- July 2005 - Jan 2007: Network Administrator, Asoun Hospital
- Jan 2004 - May 2005: Teacher / Data Entry Keyer, Future Teachers' Center
- Summer 2004: A+ specialist / Salesman, Qabass Computers
- Mar 2003 -Apr 2004: PC Technician, Tamer Foundation for Printing Services

EDUCATION

Dell Co., Doha, Qatar   **December 2008**
Dell Product Sales - LCA Certificate

Excecutrain, Doha, Qatar   **April 2007**
Certification, Primavera Project Planner

Course Content:
- Planning& Scheduling
- Resource & Cost Analysis

- Managing Project Data

Chamber Of Commerce, Industry & Agriculture Tripoli & North Lebanon, Tripoli, Lebanon   **May 2006**
MSCE

Course Content:
- Planning
- Implementing & maintaining a Microsoft Windows Server 2003
- Active Directory Infrastructure
- Network Infrastructure

Cisco Networking Academy - BCU, Beirut, Lebanon   **October 2005**
CCNA (1 to 4)
GPA / Grade: 91.51%

Courses Attended:
- CCNA1 "Networking Basics"
- CCNA2 "Routers & Routing Basics"
- CCNA3 "Switching Basics and Inter-mediate Routing"
- CCNA4 "Wan Technologies"

Seminars Attended:
- Cisco Expo 2009-Four Seasons Hotel, Doha, Qatar

Accolades:
- Received 4 Recommendations letters from CISCO, Systems.

Business & Computer University College (BCU), Beirut, Lebanon   **July 2005**
Bachelor's degree in Computer Communication
GPA / Grade: 3.22 / 4.00

Graduation Project:
Internet working Troubleshooting Handbook- Studied the relationships that IT provides for the information necessary to troubleshoot many problems commonly encountered in internetworks using Cisco hardware & software products

Tripoli Technical Institution, Tripoli Lebanon   **August 2004**
Diploma in Systems & Networking

Graduation Project:
Internet Service Provider ISP - a research that introduces the meaning of ISP, the servers needed for building an ISP & what type of technology that could be used to do so.

PERSONAL INFORMATION

- Date of Birth: 17 August 1981
- Nationality: Lebanon
- Visa Status: Residency Visa (Transferable)
- Marital Status: Married
- Languages: English, Arabic and French

REFERENCES

- **Mr. Labid El Jundi,** General Manager at Multi-Services Co, Qatar

- **Mrs. Nadine,** Systems Instructor at Chamber Of Commerce, Industry & Agriculture, Tripoli, Lebanon

- **Mr. Tarek Al Tobasi,** Quality Manager at Mapco Inc. W.L.L., Qatar

- **Mr. Ahmad Mouwas,** Managing Director at Tripoli Technical Institution, El Mina

- **Mr. Bilal Mouaz,** Network Security Specialist at Lebanese University, Beirut

MEMBERSHIPS

- Member of Cisco Alumni since June 2007
- Member of Muslim Scout Association of Lebanon since March 2005