

Hossam Ahmed Abdel Aziz Ibrahim

IT Manager | IT Infrastructure & Cybersecurity | IT Operations | ISO 27001/9001

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PROFESSIONAL SUMMARY

IT Manager with 19+ years of experience leading IT infrastructure, cybersecurity, and IT operations across Saudi Arabia, the United Arab Emirates, Kuwait, and Egypt. Experienced in Windows and Linux servers, virtualization, enterprise networking, ERP systems, business continuity, quality management, governance, and technical team leadership. Certified consultant and auditor for ISO 27001, ISO 27002, and ISO 9001, with a record of leading external audits, automating management systems, improving operational controls, and developing internal business applications.

CORE COMPETENCIES

- IT Leadership:** IT Strategy, IT Operations, Team Leadership, Project Management, Vendor Management, Asset Management, Budget Awareness, KPIs, Risk Management, Change Management
- Infrastructure:** Windows Server, Linux, Active Directory, DNS, DHCP, Group Policy, IIS, Exchange, WSUS, PXE/WDS, VMware ESXi, VMware Workstation, Hyper-V
- Networking and Security:** LAN, VLAN, Cisco Routing and Switching, Firewalls, VPN, RADIUS, LDAPS, SSH, SSL, SNMP, NCA Cybersecurity Controls, PDPL, Security Policies
- Data and Continuity:** SQL Server, PostgreSQL, Oracle, Sybase, NAS, SAN, SFTP, SMB, Backup and Recovery, Disaster Recovery, Business Continuity
- Applications, Systems and Digital:** C#, ASP.NET, .NET Framework, .NET 6/8/10, Python, Website Design and Development, Administrative Systems Design and Development, Process Automation, Microsoft Dynamics AX 2012 R3, Odoo, ERP, CRM, SharePoint, Microsoft Office, Search Engine Optimization (SEO), Social Media Management, Digital Advertising Campaigns
- Physical Security and Communications:** CCTV, NVR, IP Cameras, Biometric Systems, VoIP, PBX, Cisco CME

PROFESSIONAL EXPERIENCE

IT Manager Nov 2023 - Aug 2025

Doknah Perfumes | Riyadh, Saudi Arabia

- Managed IT assets and the operational performance of servers, networks, endpoints, routing, and control systems across the organization.
- Designed and implemented Active Directory, DNS, DHCP, VLAN, SSH, and SNMP services and operated VMware ESXi, VMware Workstation, and Hyper-V environments.
- Managed backup, recovery, maintenance, and performance for SQL Server 2014/2017/2022 and PostgreSQL databases.
- Implemented RADIUS, LDAPS, and VPN authentication integrated with Active Directory and established information security, data governance, acceptable-use, and IT asset policies.
- Administered Odoo, ZenHR, Tabby, and Tamara platforms and provided technical support to headquarters and branch employees.
- Developed internal controls and cost-saving solutions using C#, .NET, and Python.
- Designed integrated surveillance and access-control solutions using CCTV, NVR, IP cameras, biometric systems, and AI-assisted monitoring.

Information Systems Manager Feb 2023 - Aug 2023

Al Badr International Debt Collection | 6th of October City, Egypt

- Designed and operated the internal network, implemented VLAN segmentation, and connected communications between the Riyadh and Egypt branches.
- Deployed a Domain Controller and Active Directory environment for centralized user and device management.
- Configured resilient internet connectivity, SMB file services, Sync Center, Offline Files, email services, and end-user support.
- Created IT management forms and implemented institutional compliance controls to protect customer data.

Project Manager

Oct 2021 - Aug 2022

BDL Platform | Cairo, Egypt

- Prepared project plans, schedules, cost estimates, resource plans, success criteria, and recurring project status reports.
- Managed project activities and resources, facilitated team meetings, represented the company in strategic meetings, and monitored implementation against management standards.

Information Systems Developer

Dec 2018 - Jun 2021

Tas-heel | Dubai, United Arab Emirates

- Managed and enhanced the ERP platform, IT assets, server updates, NAS and cloud backups, reporting, data analysis, and performance indicators.
- Led the development team during 2019-2020 and prepared the 2020 strategic plan and improvement initiatives.
- Automated ISO 9001:2015 quality management and ISO 27001:2013 information security procedures and associated forms.
- Performed internal audits, risk analysis, employee training, and service-excellence improvement activities.

IT Manager

Jun 2017 - Dec 2018

Sigma Management Consulting and Training | Dubai, United Arab Emirates

- Managed IT operations, software sales, ERP projects, technical teams, customer requirements, reporting, data analysis, and KPIs.
- Designed and built the Sigma ERP system and supervised data quality and operational performance.
- Led the external audit team for quality and information security standards, including the 2018 Dubai Land Department audit.

Business Development Manager, Part-Time

Jan 2017 - Jun 2017

Jammari General Trading and Contracting | Fahaheel, Kuwait

- Assessed technology requirements, supported digital transformation, and designed an internal accounting and invoicing system.
- Configured servers and reviewed file, domain, and SQL Server backups, security updates, and endpoint protection.

System Administrator

Nov 2015 - Jan 2017

Al Khonaini General Trading and Contracting | Shuwaikh, Kuwait

- Administered servers, networks, control-room equipment, IP telephony, NAS, FTP, VPN, endpoint security, patching, backups, system logs, and scheduled jobs.
- Developed and operated Microsoft Dynamics AX 2012 R3 while supporting the legacy Sybase ERP during migration.
- Monitored Oracle systems, prepared IT reports and KPIs, managed technical risk, trained employees, and served as an ISO 9001 internal auditor.

Quality and Institutional Excellence Officer

Feb 2014 - Sep 2015

Tas-heel | Dubai, United Arab Emirates

- Automated ISO 9001:2008 QMS procedures and forms and implemented ISO/IEC 27001:2013 information security requirements.
- Prepared reports, internal audit plans, meeting records, performance measurements, risk assessments, and improvement initiatives.
- Trained employees on the UAE 7-Star Government Services Excellence Program, goal setting, and initiative planning.

Earlier IT & Systems Experience

2004 - 2014

Egypt

Held progressively responsible roles in IT administration, systems development, ERP, infrastructure, and information systems.

- Designed and developed websites and improved their visibility through search engine optimization (SEO).
- Managed and optimized social media pages and planned and managed digital advertising campaigns.
- Designed and developed administrative systems and automated institutional processes and forms to improve business efficiency.

EDUCATION

Bachelor's Degree in Information Systems

Higher Institute for Computers and Information Systems | Egypt

PROFESSIONAL CERTIFICATIONS AND TRAINING

- ISO/IEC 27001:2013 Certified Consultant and Auditor; ISO/IEC 27002:2013 Certified Consultant and Auditor
- ISO 9001:2015 and ISO 9001:2008 Certified Consultant and Auditor; ISO 10002/10004:2008 Certified Auditor
- CCNA 640-802; MCITP 70-646; Network+; ISSMP; Risk Management Professional (RMP); ICDL
- Certified Programmer: C#, C++, Visual Basic, and .NET Framework; Certified ERP Systems Developer
- GDPR Essentials; Big Data Analysis; Google Applications Developer; Python, Machine Learning, and Artificial Intelligence

SELECTED AWARDS

- First Place, UAE Government Creativity and Innovation Competition for the Tabseet System, 2019
- Development team under my leadership achieved a 5-Star UAE Government Service Excellence rating, 2018
- Third Place, Government Service Delivery, Customer Service Category, 2014
- First Place, Scientific Magazine Category, Ain Shams University Peoples' Days Festival, 2004

LANGUAGES

Arabic: Native | English: Professional working proficiency