



June 2016

Sameh Nouh C.V

IT Engineer



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A driven, open minded, creative and successful senior IT engineer with a strong sense of dedication and commitment, and over 14 years of progressive experience in IT in both technical and administration. Tenacious in delivering value to end user, succeeding in satisfying the customers and build a good relationship with them.

AREAS OF EXPERTISE

IT Professional with 14+ years experience in Systems and Network Administration with a primary focus on MS Windows Servers operating systems.
Good communication and team management skills.

EDUCATION

- July 1997, Damascus University, Syria. BSc. Electronic & Electrical Engineering with average "Good"
- November 2004, Network engineer course, Okinawa, Japan. With average "A+"

Many different professional certificates and courses from known organizations like: Microsoft, Cisco, EPI.

PROFESSIONAL DEVELOPMENT

- Network engineer and Head of network section in Damascus university.
- IT manager and system administrator of a private school.
- IT Team leader – IST company Oman

Key Points:

Computer Networking

95%

System administration

95%

IT Management

95%

OTHER INFORMATION

Date of birth: July 19, 1972

Marital Status: Married.

Driving License: Yes, Omani and Syrian.

Residence: Oman , Syria.

Relocation availability: Yes.

Period Notice: 30 days.

Summary of Employment History

March 2013 to: PRESENT

General Manager,
Integrates Smart Technologies inc. Muscat, Oman

Integrated Smart Technologies is a systems integrator company, I become the general manger on 2015, and I am focusing on the "education and IT" business line in this company.

As team leader, I was leading key projects in Oman such like: Royal Opera House, and Oman council.

January 2008 to: Feb 2013

LAB supervisor
Damascus University, Damascus, Syria.

Teaching and supervising the following:

- Introduction to information technology.
- System administration (Windows server environment and infrastructure).
- Programming using C++ level 1
- Programming using C++ level 2

September 2005 to: October 2013

Little Village School
Head of IT department

- Administering the computer network
- Developing the environment of the computer labs.
- Consulting for new IT services to be introduced to the school.

January 2000 to: November 2005

Network Engineer
Damascus, Syria

Key role in SHERN project (Syrian Higher Education Research Network):

- Structure Cabling.
- Network implementation.
- Servers Installation and implementation.

Detailed History of Employment:

Job Location: "Integrated Smart Technologies" Inc. – Sultanate of Oman.

Date: 01-April 2015 – up to date

Designation: IT- Manager

Responsibilities:

Develops strategic plan by studying technological and financial opportunities; presenting assumptions; recommending objectives.

Maintains information technology strategies by managing staff; researching and implementing technological strategic solutions.

- Studying RFPs of IT based tenders, prepare technical proposal for them.
 - Planning- analyzing evaluation IT projects to participate in or not.
 - Supporting all the IT services related to accomplished projects.
 - Managing new IT projects.
 - Creating the clear strategy for the company.
 - Applying new technologies in education field.
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Job Location: "Integrated Smart Technologies" Inc. (outsourcing) – Oman.

Date: 01-January 2014 – 31-March-2015

Designation: IT-Team Leader in Majlis Oman including (Oman council –Majlis Shura–Majlis Dawla).

Responsibilities:

Aligning enterprise IT services with Majlis business and a primary focus on the delivery of the best services to end user. Along with building a very tie relationship with the end user.

- Check and ensure all the IT services in the debating chamber halls before and during the official Parliamentary sessions. (ICOS and Televic)
- Ensure and operate the Digital Congress System (DCN) before and during the official Parliamentary sessions. (ICOS and Televic)
- Prepare and operate the Digital Congress System (DCN) before and during the committees' meetings. (ICOS and Televic)
- Taking care of the parliamentary sessions video recording (split, store, and upload to the designated committees).
- Configuring and troubleshooting cameras in debating chamber halls.
- Operating and altering the camera positions and zooming during the Parliamentary sessions.
- Plan, organize, direct, control and evaluate the operations of information systems
- Develop, update, and implement policies and procedures for data processing.

- Coordinate with managers to discuss system requirements, specifications, costs and timelines.
 - Managing, monitor the daily tickets on the helpdesk system to ensure business continuity and high performance of technical team.
 - Configuring the help desk system as per the organization policy along with ITIL standards.
 - Leading the IT team to accomplish the daily tasks without delay.
 - Ensure the high quality of IT services provided to the customer.
 - Ensure the customer satisfactions and reaction on the values they are gained from the IT services provided to them
 - Ensuring connectivity of network users and devices to LAN and WAN.
 - Maintenance of Microsoft office and other applications
 - Setup of any required software.
 - Troubleshooting LAN issues (wired and wireless) and coordinating replacement of hardware components in case of hardware failure.
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Job Location: "Integrated Smart Technology" company (outsourcing) – Sultanate of Oman.

Date: March 2013- to 31 December 2013

Designation: IT-Team Leader in Royal Opera House.

Responsibilities:

Implementation and management of quality IT services that meet the needs of Royal Opera House business.

- Plan, organize, direct, control and evaluate the operations of information systems.
- Managing, monitor the daily tickets on the helpdesk system to ensure business continuity and high performance of technical team.
- Configuring the help desk system as per the organization policy along with ITIL standards.
- Develop, update, and implement policies and procedures for data processing.
- Meet with managers to discuss system requirements, specifications, costs and timelines
- Leading the IT team to accomplish the daily tasks without delay.
- Ensure the high quality of IT services provided to the customer.
- Ensure the customer satisfactions and reaction on the values they are gained from the IT services provided to them.
- Ensuring connectivity of network users and devices to LAN and WAN.
- Creation, deletion and altering privileges on Cisco phone on call manager.
- Ensuring availability of Email server for all users.

- Creation/Deletion and update of mail users.
 - Troubleshooting of Email connections in coordination with ISP
 - Creation, deletion and altering authorities of Active Directory users.
 - Manage server permissions and security.
 - Maintenance of Microsoft office and other applications
 - Antivirus software maintenance and update (Kaspersky)
 - Setup of any required software (product key/ license to be provided by ROYAL OPERA HOUSE)
 - Troubleshooting LAN issues (wired and wireless) and coordinating replacement of hardware components in case of hardware failure.
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Job Location: "Damascus University" Faculty of Electrical & Electronic Engineer.

Date: 26-Aug-08 up to March 2013

Designation: LAB supervisor and Instructor

Responsibilities: supervising and teaching the following:

- **MCSE 2003 (Windows XP – Windows Server 2003 environment – Windows server 2003 infrastructure).**
 - **C++ programming language (Intermediate).**
 - **Introduction to computer systems.**
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Job Location: "Little Village School" a private school in Damascus.

Date: 01-sep-05 up to October 2012

Designation: IGCSE Instructor, Head of IT Department.

Responsibilities:

As a teacher, teaching the following:

- Microsoft office programs.
- Adobe Photoshop.
- Adobe Flash.
- Logo (Programming Language).
- Visual Basic 2008.
- Email using outlook express.
- Web design (HTML – MS Frontpage – Adobe Dreamweaver)
- Scratch (programming language).
- Building and programming robots using "Lego Mind Storm".
- IGCSE - ICT

As head of IT department:

- Develop and enhance the IT curriculum in the school for all grades.
- Follow and evaluate all the IT teacher's performance.
- Following up with the IT team to respond to IT requests by the admin staff in the school.

- Meet with managers to discuss system requirements, specifications, costs and timelines.
 - Develop department policies, coordinate all the IT activities within the department.
 - Managing all IT related projects in the school.
 - Coordinate, manage, and supervise activities during school events.
 - Cooperate with parents to achieve the expected level from the student, and get the proper outcome expected by the curriculum.
 - Install, implement and configure windows 2003 server.
 - Design new computer labs as needed with the best practices scenarios.
 - Ensure the quality of IT services provided to school staff.
 - Install, implement and configure active directory on windows 2003 server.
 - Manage server permissions and security.
 - Design, implement, and Apply a restricted group policy on the computers in the labs.
 - Ensuring connectivity of school employees computer and devices to LAN.
 - Troubleshooting LAN issues (wired and wireless) and coordinating replacement of hardware components in case of hardware failure.
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Job Location: " ITC-SCC Institute (Ministry of Higher Education with cooperation of Pakistani ministry of higher education.

Date: 2000 to 2005.

Designation: IT-Instructor. (Part time)

Responsibilities: Teaching the following:

- Internet & E-Mail Fundamentals
 - Win XP (MCSE 70-270)
 - Office XP (ICDL 3.0)
 - structure cabling, Cables Termination & Testing (copper & Fiber)
 - Network Essentials (Network+)
 - MS Win 2000 Professional
 - MS-Win 2000 Server.
 - MS-Win 2003 Server Env.
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Job Location: " Damascus Univ. (Information and Systems Division)

Date: 09 Nov 99 -Aug 2005

Nov 2003 to Aug 2005

Designation: Network-Engineer.

Head of Network Department

Responsibilities:

- Supervising cabling work to ensure meeting the Systimax structure cabling standards during the implementation of SHERN project in Damascus University.
SHERN: Syrian High Education Research Network provided by UNDP.
 - Handling the testing procedure of all the fiber and UTP cabling.
 - Installing, Implementing, configuring Microsoft Internet servers (DNS – DHCP – Proxy).
 - Installing, Implementing, configuring Linux RedHat Internet servers (DNS – DHCP – Proxy).
 - Installing, Implementing, configuring email server Linux based.
 - Installing, Implementing, configuring Proxy server (Linux Based "Squid"- Microsoft based "Microsoft Proxy II").
 - Installing, Implementing, configuring Microsoft Active Directory.
 - Installing, Implementing, configuring Microsoft windows XP on client computers.
 - Installing, Implementing, configuring different applications needed for the employees.
 - Creation, deletion and altering authorities of Active Directory users.
 - Manage server permissions and security.
 - Maintenance of Microsoft office and other applications
 - Setup of any required software
 - Ensuring connectivity of network users and devices to LAN and WAN.
 - Troubleshooting all the issues related to network connectivity.
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Job Location: " NCR company. (Damascus Syria)

Date: 1 Apr 97 – 1 Nov 97

Designation: Trainee.

Responsibilities:

- PC - Maintenance
- Technical Support

Courses			
Course	Location	Period	Sponsor
Huawei Pre-sales IT (Servers & Storage)	Huawei HQ Oman-Muscat	2 Days	Huawei
Huawei Pre-sales IP (Switching and Routing)	Huawei HQ Oman-Muscat	2 Days	Huawei
Certified Data Center Professional	Muscat	2 Days	IST
IT-Service Management ITIL 2011	Muscat	5 Days	IST
Interactive Education mozaBook	Szeged-Hungary	5 Days	IST
MCSE (Test Preparation)	Damascus	30 days	Private Inst
MCSA 2013	Damascus	2 Months	Private inst
Cisco CCNA	Damascus	120 Hours	Private Cost
Network Engineer	Japan	4 Months	Fujitsu Company NTT Company
Linux Fedora (RHC)	Damascus	48 Hours	Damascus University
Network Essentials	Damascus University	30 hours	UNDP
TCP/IP	Damascus University	25 hours	UNDP
Microsoft Windows NT	Damascus University	30 hours	UNDP
Linux	Damascus University	30 hours	UNDP
Video Conferencing	Beirut	15 Hours	Tandberg Company

Lucent Courses			
Systemax Structured Cabling (Designing & Engineering)	Damascus University	2 Days	UNDP / LUCENT (Salec) Company
Systemax Structured Cabling (Optical Fiber & Copper Cabling)	Damascus University	2 Days	UNDP / LUCENT (Salec) Company
Avaya Switches – Routers (Configuration)	Damascus University	3 Days	UNDP / LUCENT (Salec) Company

Online Courses: Self-paced courses

No	Course Title	University	Duration
1	Management and Leadership	Open University in partnership with Chartered Management Institute.	4 Weeks
2	Project Management: The basics of Success	University of California, Irvine	4 Weeks
3	Cloud Computing concepts	University of Illions	6 weeks
4	Introduction to Project Management	AdelaideX	4 weeks
5	CAPM: Certitied associate in project management		
6	Microsoft Windows Server 2012 Fundamentals: Infrastructure	Microsoft	
7	Microsoft Windows Server 2012 Fundamentals: Hyper-v	Microsoft	

Certifications

Certificate name	Company	Subject
PMP - CAPM	Under preparation	
Sales Specialist	Huawei	Servers and Storage
Sales Specialist	Huawei	Networking
IELTS (Academic)	British Council	English Language 6.0
ITIL 2011 Foundation	AXELOS	IT Service Management
CDCP (Certified Data Center Professional)	EPI	Design and Evaluate Data Centers
MCP 2012	Microsoft	70-410 Installing and configuring windows server 2012R2
TCTA	Tandberg	Video conference
Network Engineer	Fujitsu + NTT (Japan)	WAN + LAN Networking
MCP 2003	Microsoft	70-270 Windows XP Professional

Skills:

- **Digital Congress System (ICOS – Televic).**
- **Help desk systems (Spiceworks, Solarwinds web help desk).**
- **Network managing and monitoring software (Solarwinds products)**
- **Structured cabling passive components.**
- **Network infrastructure active components (servers, Network devices)**
- **Administrating active directory structure.**
- **Administrating windows server 2008 – 2008 R2 – 2012 R2.**
- **Ms. Exchange server 2010.**
- **Cisco routers and switches configuration.**
- **Configuring, administering wireless networks – AP's – WLC's**

- **Administrating Kaspersky antivirus client/server environment.**
- **Micro Worlds (LOGO Programming Language for kids).**
- **Scratch (a visual programming language for kids, games programming for kids).**
- **Robotics Design & Programming (Lego Mind Storm).**
- **Adobe Photoshop.**
- **Adobe Flash (2D animation).**
- **Web Development HTML, CSS, Java Script, JQuery, word press, PHP, MySQL, Microsoft FrontPage, Adobe Dreamweaver.**
- **Visual Basic , C++.**
- **Typing speed (English) 45 wpm.**

Reference:

Upon Request