LOBNA ELKOMY

DATACENTER OPERATIONS MANAGER   ☎ GIZA, EGYPT +2 01008633641

○ DETAILS ○

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○ LINKS ○

LinkedIn

○ SKILLS ○

Ability to Multitask

Effective Time Management

Communication Skills

Leadership Skills

Management Skills

Effective Team Leader

👤 PROFILE

Highly skilled in management and leadership, MBA holder with more than 13 years' experience in the IT and Datacenters areas with different solutions and software's in addition to a wide range of applications.

💼 EMPLOYMENT HISTORY

Datacenter Operations Manager at Khwarizm Consultations, Cairo, Egypt

October 2021 — Present

- Leading operations team in the day-day support of a mission critical environment,
- Developing and testing infrastructure (primarily Windows Linux based on Hyper-V and Esxi virtualization platform).
- Responsible for creating monthly shift plan and organize team leave requests, setting long term on-site and remote shift plan.
- Responsible for advising and implementing MJDC IT Manager vision for the operations team.
- Develop and enforce all standards relating to hardware configurations, operating systems, software tools, security, and other technical issues relating to computing infrastructure.
- Coordinate Data Center Operations activities to assure high quality uninterrupted functioning of the computing environment.
- Ensure all data and operational security plans and measures are implemented and routinely tested.
- Develop and create policies and procedures in order to increase and maintain service level objectives.
- Produce regular reports (daily, weekly, monthly and on a needed basis) of health check, performance and systems availability reports.
- Be the focal point and accountable of generating sets of documentations foe all H/W and S/W used in the environment, the documentation should include all needed SDP, systems administration documentations, backup/restore.
- Conduct regular audit and version control and updated to existing documentations.
- Ensures team members execute standard operating procedures.
- Delivers consistent and accurate system and/or process status reporting.
- Servers as an escalation point for complex or unresolved IT support issues.

Disaster Recovery and Backup Section Head at B.Tech, Cairo, Egypt

2018 — September 2021

- Leading and managing the data protection department through different protection solutions, backup tools; (**Commvault 11 sp22**), (**VEEAM**) and (**Acronis 12.5**) and storage systems (Ex: **IBM 7000, IBM 5030**)
- Protecting different platforms; VMware environment (**Esxi 5, VCenter 5**) and **Nutanix.**
- Managing many different teams in different areas; work and study.
- Managing different types of projects like Disaster recovery.
- Preparing Business cases and different reports.
- Preparing financial budget, analyze financial data.

Senior Backup and Storage Administrator at National Management Institute (NMI), Cairo, Egypt

2010 — 2018

- Worked on **Veeam 9.5 backup and recovery** solution implementation, administration and troubleshooting.
- Worked on **Symantec NetBackup** 7.0,7.1,7.5,7.6 and 7.7 implementations, configuration, administration and troubleshooting with the heterogeneous

environment (Microsoft Windows 2003, Microsoft Windows 2008, Microsoft Windows 2012, Microsoft Exchange server 2010 &2013, Microsoft SQL server 2005 & 2008,2012, 2014 and Microsoft SharePoint 2010........etc.).

- Dealt with the web servers in the governmental Bawaba team www.egypt.gov.eg.
- Acted as the owner of the Government procurement portal project and E-tender portal.
- Experience (Configuration, administration and troubleshooting) in dealing with EVA 4100, **EVA 4400, EVA 6400**, **HP 3Par StoreServ 8200**, MSL 6060 Tape library, **D2D Virtual Tape Library**, IBM Total Storage DS4300, **IBM Storwize** V3700, IBM Storwize V5000 and SAN switches setup and configuration.
- A team member who managed, monitored and was responsible for national projects such as, the Tansik project (monitor, Backup, Database, RFC ...etc.)
- Worked on the Virtualization systems (**ESXI5, Hyper-V**), administering the **VSphere** server.
- Worked on **HP Data Protector** 6.1(NMI).
- Worked with Microsoft system center 2012.

System Administrator at IT Valley, Cairo, Egypt
2008 — 2009

- Worked on AIX operating system.
- Worked on Tivoli Storage Manager 5.4&5.5 Implementation, administration, troubleshooting and technical support.
- Worked as IT instructor.

❧ EDUCATION

Doctorate in Business Administration, Arab Academy for Science & Technology, Cairo, Egypt-Present

Master's in Business Administration, MBA, Arab Academy for Science and Technology, Cairo, Egypt 2020.

Network and Systems Diploma, Information Technology Institute, Cairo, Egypt 2008

B.S.C of Communication, Faculty of Engineering, Tanta University 2007

✪ CERTIFICATES

ITIL V4.0 in IT Service Management (11-2019)

Cisco Certified Networks Associate 640-802.

Configuring Windows Vista ™ client 70-620.

IBM Certified Deployment Professional Tivoli Storage Manager V5.5

Symantec Netback up 7.6 for windows administration.

VMware Certified Associate Cloud.

VMware Certified Associate Data Center Virtualization

Microsoft Certified Specialist: Server Virtualization with Hyper-V and System Center certification.

★ TECHNICAL SKILLS

Datacenter operations and management.

Backup solutions TSM, Netbackup, Commvault and Veeam

Wide range of Storage: SAN IBM, SAN HP, NAS systems

Virtual Solutions: Hyper-V, VMWare, Nutanix AHV

Disaster Recover Solutions