

LOBNA ELKOMY

CHIEF OPERATIONS OFFICER 📍 GIZA, EGYPT +2 01008633641

◦ DETAILS ◦

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◦ LINKS ◦

[LinkedIn](#)

◦ SKILLS ◦

Ability to Multitask
Effective Time Management
Communication Skills
Leadership Skills
Conflict Management
Management Skills
Effective Team Leader

👤 PROFILE

Highly skilled in management and leadership, DBA holder with over 16 years' experience in IT and data center management with different solutions and software in addition to a wide range of applications.

📁 EMPLOYMENT HISTORY

Chief Operations Officer at Khwarizm Consultations, Cairo, Egypt

October 2024 — present

As IT Chief Operations Officer (COO), is a strategic leader responsible for overseeing the day-to-day operations of the IT department. This role requires a strong technical background, coupled with exceptional leadership and management skills. The IT COO will drive operational excellence, ensure IT services align with business objectives, and foster a culture of innovation and continuous improvement.

Key Responsibilities:

- **Strategic Planning:** Develop and execute the IT department's strategic plan, aligning it with the organization's business goals.
- **Operational Excellence:** Oversee the delivery of IT services, including infrastructure, network, security, and end-user support, ensuring high availability, performance, and security.
- **Financial Management:** Manage the IT budget, optimizing resource allocation and cost-effectiveness.
- **Risk Management:** Identify, assess, and mitigate IT risks, including cybersecurity threats.
- **Team Leadership:** Lead and develop a high-performing IT team, fostering a collaborative and innovative work environment.
- **Vendor Management:** Manage relationships with IT vendors and service providers.
- **Incident Management:** Oversee incident response and resolution processes.
- **Compliance:** Ensure compliance with industry regulations and internal policies.
- **Innovation:** Drive digital transformation initiatives and explore emerging technologies.

Datacenter Operations Manager at Khwarizm Consultations, Cairo, Egypt

October 2021 — Sep 2024

- Led operations team in the day-to-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 plans and organizing team leave requests, setting long-term on-site and remote shift plans.
- 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 to increase and maintain service level objectives.
- Produce regular reports (daily, weekly, monthly, and on a needed basis) of health checks, performance, and systems availability reports.
- Be the focal point and accountable for generating sets of documentation for all H/W and S/W used in the environment, the documentation should include all

- needed SDP, systems administration documentation, and backup/restore.
- Conduct regular audits and version control and update existing documentation.
- 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

- Led and managed 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, and analyzing 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 an IT instructor.

EDUCATION

Doctorate in Business Administration, Arab Academy for Science & Technology, Cairo, Egypt 2023.

Master 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)

Cyber Security Certified 2024

Cisco Certified Networks Associate 640-802.

Configuring Windows Vista™ client 70-620.

IBM Certified Deployment Professional Tivoli Storage Manager V5.5

Symantec Netback is 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