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POSITION SOUGHT

CIO • CTO • IT Director • IT Manager • IT Consultant • ERP Project Manager

OVERVIEW

- Senior IT professional with **27 years** of experience in the field of **Information Technology** that includes:
 - **9 years** in **managerial** position.
 - **6 years** in **executive** position.
 - Long experience in **manufacturing** environment.
 - Good experience in **maritime** companies.
- Leadership expertise in driving technological methodologies, ERP implementation, project planning, contracting, risk management, technology transformation & consolidation, progress tracking & analysis.
- Proven experience in **building** and **leading** large scale IT initiatives, multisite & multinational IT Infrastructure.
- Seven **implementations** of Dynamics AX ERP.

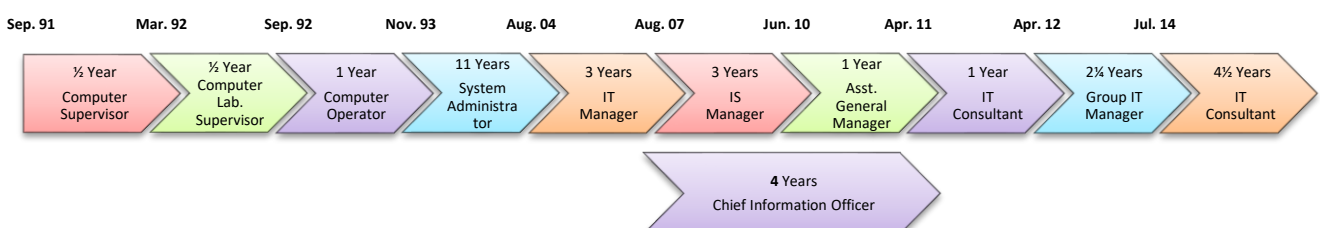
MANAGERIAL COMPETENCIES

- Strategic Planning
- Budgeting & Forecasting
- Project Management
- Operations Management
- IT Governance
- Policy & Procedures
- Information Security
- System Availability & Reliability
- Contract & Vendors Management
- ERP Management
- Staff Recruitment, Induction
- Training & Development

TECHNICAL COMPETENCIES

- Infrastructure Management
- Backup & Disaster Recovery
- Multilevel Security Systems
- Systems Administration
- Multisite Environment
- Support & Troubleshooting
- Dynamics AX 2012 ERP
- SQL Server, Oracle DB
- Exchange Server, ISA Server
- Messaging & Collaboration
- IT Systems Upgrades
- Documents Management
- VB.net, Visual FoxPro, VB.
- Windows, Solaris, Linux, OSX
- AD, Clustering, Virtualization
- LANs & WANs, VPN
- VOIP, PBX, DICT, CCTV
- Internet Development

TIMELINE



EMPLOYMENT

❖ LORE ESSENCE Jordan



IT Consultant - Founder

Jul 2014 – Now ◦ [4½ Years]

ROLE:

- Help businesses to build suitable IT infrastructure (Hardware, Software, Services, and People).
- Provide businesses with IT consulting services on how to move IT infrastructure from **cost center** to **strategic asset** (Infrastructure Optimization).
- Advise businesses on how to use Information Technology to meet their business objectives.
- Help businesses to select Enterprise Resources Planning software and provide detailed roadmap on how to implement it.
- Manage **ERP** implementation projects from kicking off to signing off.
- Provide help and support to businesses in various technical aspects.

ACHIEVEMENTS:

PROJECT: NASSIM DADA & PARTNERS CO., AMMAN - JORDAN

- Evaluated IT infrastructure (Hardware, Software, Services, and People) then issued report of recommendations.
- Selected suitable ERP system and suitable HRMS System.
- Prepared RFP document for selected ERP system to be sent to implementers.
- Analyzed and evaluated received proposals then selected ERP implementer.
- Led implementation process of Dynamics AX 2012 R3 ERP project and HRMS project.
- Contributed in building integration between external service & maintenance system and Dynamics AX 2012.
- Contributed in building integration between external order taking & field force system and Dynamics AX 2012.
- Managed after-signoff project phase to **assure** using all systems (ERP, HRMS, Service & Maintenance, Order Taking & Field Force) as expected by business.

PROJECT: ADEN REFINERY COMPANY (ARC), ADEN - YEMEN

- Analyzed and evaluated three previously received different ERP proposals.
- Evaluated IT infrastructure (Hardware, Software, Services, and People) then issued report of recommendations.
- Selected suitable ERP system, and prepared roadmap of implementation.
- Prepared RFP document for selected ERP to be sent to implementers.

OTHER PROJECTS

- Provided/recommended different organizations with needed IT infrastructure and/or solutions.

❖ HIJAZI & GHOSHEH GROUP Jordan, Emirates, Kuwait, Algeria, Turkey, Uruguay, Brazil, Australia



Group IT Manager

Apr 2012 – Jun 2014 ◦ [2¼ Years]

ROLE:

- Build IT infrastructure (Hardware, Software, Services, and People) across the group (46 companies in 5 continents) and across the marine fleet (12 livestock shipping vessels).
- Build Datacenter to serve all companies of the group.
- Build Disaster Recovery Datacenter to serve all companies of the group.
- Connect all companies of the group around the world to one data center.
- Establish central IT management to serve & support group companies and marine fleet.
- Implement Dynamics AX 2012 ERP across the group.
- Build unified communication & email system for all companies of the group.
- Manage IT initiatives across the group and the marine fleet.

Hijazi & Ghosheh Group consists of 46 companies around the globe, and owns 12 vessels of livestock shipping, it is specialized mainly in maritime, farming, livestock, food manufacturing, and trading.

ACHIEVEMENTS:

- Built datacenter in Amman, Jordan designed on virtualization technology.
- Built DR datacenter in Abu Dhabi, UAE designed on virtualization technology.
- Built state of the art IT infrastructure in headquarter.
- Built IT infrastructure in 14 sites around the world until date.
- Established central IT management to serve and support all group companies.

- Implemented central Dynamics AX 2012 R2 ERP in 5 out of 46 companies.
- Built unified communication & email system to serve all group companies.
- Managed and supported information systems operated in marine fleet (Payroll, Inventory, and Purchasing).

❖ LORE ESSENCE

Jordan



IT Consultant – Founder

Apr 2011 – Apr 2012 ◦ [1 Year]

ROLE:

- Help businesses to build suitable IT infrastructure (Hardware, Software, Services, and People).
- Provide businesses with IT consulting services on how to move IT infrastructure from **cost center** to **strategic asset** (Infrastructure Optimization).
- Advise businesses on how to use Information Technology to meet their business objectives.
- Help businesses to select Enterprise Resources Planning software and provide detailed roadmap on how to implement it.
- Manage **ERP** implementation projects from kicking off to signing off.
- Provide help and support to businesses in various technical aspects.

ACHIEVEMENTS:

PROJECT: PIONEER PHARMA CO., SULAIMANIYAH - IRAQ

- Evaluated IT infrastructure (Hardware, Software, Services, and People) then issued report of recommendations.
- Selected suitable ERP system, and prepared roadmap of implementation.
- Prepared RFP document for selected ERP to be sent to implementers.
- Analyzed and evaluated received proposals then selected ERP implementer.

PROJECT: CENTRAL ELECTRICITY GENERATING CO., AQABA - JORDAN

- Implemented central GPS clock to provide accurate and synchronized time to four electricity-generating stations under different platforms (HP UNIX, Windows Server 2003, Windows Server 2008).

OTHER PROJECTS

- Provided/recommended different organizations with needed IT infrastructure and/or solutions.

❖ UNITED PHARMACEUTICALS

Jordan



Assistant General Manager

Jun 2010 – Apr 2011 ◦ [1 Year]

ROLE:

- Lead strategic technological planning to achieve business goals by prioritizing technology initiatives.
- Participate in preparation of enterprise objectives to enable processing and deployment of information.
- Participate in coordination of the deployment, and management of current and future technologies.
- Develop and deploy IT budgeting.
- Establish **Supply Chain** department, unify and integrate all processes between Purchasing, Sales, Warehouses, and Production departments.
- Control all operations influence **manufacturing cycle**: Supply Chain, Quality Control, Quality Assurance, and Regulatory Affairs by acting as the operations coordinator between them.

United Pharmaceuticals is big pharmaceutical industrial company based in Amman, Jordan established in 1989 with working capital of \$25M.

ACHIEVEMENTS:

- Moved IT infrastructure investment of United Pharmaceuticals (UP) from basic level (cost center) to dynamic level (strategic asset) by ensuring UP's Infrastructure Optimization (IO). This enabled UP to realize the full value of its IT infrastructure investments and established IT as a strategic business asset.
- Involved IT in business and manufacturing taking into consideration: controlling expenditure, and developing appropriate IT capabilities.
- Established Supply Chain department in United Pharmaceuticals and deployed integrated system between all concerned departments depending on Dynamics AX ERP.
- Reduced **materials expenditures** by determining low & fast-moving materials.
- Participated in determining **20/80 products** by combining operational, financial and marketing prospects.

IS Manager

Aug 2007 – May 2010 ◦ [3 Years]

ROLE:

- Lead ERP project implementation process and oversee IT-related undertakings including clear capture of business requirements, functional deliverables, milestones, and project sign-off.
- Develop, implement, monitor, and control IT Policies and Procedures.
- Perform gap analysis between business and IT strategy then develop a strategic IT planning.
- Ensure that applicable project management practices are followed throughout project lifecycles.
- Direct IT department and manage IT budgeting to accomplish corporate goals & objectives.
- Review future IT plans for software & hardware requirements and calculate total cost of ownership (TCO).
- Oversee Microsoft enterprise licensing agreement, evaluate Microsoft software annual expenditure.
- Manage service level agreements (SLA) and monitor quality of service (QoS) provided by suppliers.

ACHIEVEMENTS:

- Implemented Microsoft Dynamics AX ERP at United Pharmaceuticals, in 2009 in a record time by taking into consideration the multifarious aspects and complexity of pharmaceuticals industry.
- Saved **40%** of cars maintenance and fuel expenditures by implementing fleet management system.

IT Manager

Aug 2004 – Aug 2007 ◦ [3 Years]

ROLE:

- Plan, develop, and manage all IT operations, systems, and support throughout the organization.
- Direct and facilitate of IT strategic and tactical planning.
- Research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity.
- Hire and supervise a skilled team of IT professionals; guide the professional development of IT personnel.
- Manage budget for technology, IT services, and IT team members.
- Liaise with vendors and service providers to ensure efficient and cost-effective acquisition of technology purchases; warranties and service agreements.
- Manage & support computerized machines/devices, and participate in **IQ/OQ document** preparing.
- Settle backup & disaster recovery plans and procedures.
- Stay informed on new or emerging trends and technologies that provide clear benefits to the business.
- Install and deploy needed communication frameworks that facilitate, and quicken communication between business units.
- Assist in the writing of RFPs, and RFQs.
- Plan and deploy end-user training.

ACHIEVEMENTS:

- Expanded datacenter and infrastructure to serve all business units.
- Played key role in preparing corporate identity manual & corporate packaging manual.
- Eliminated the time needed for packaging machines **calibration process** by reducing varieties in sizes of medicines outer boxes by 50%.
- Built technical support division to solve users' technical issues and maintain hardware, software and services in-house as much as possible to save time & cost.
- Emphasized on information orientation inside organization between users, and conducted training sessions from time to time according to corporate needs.
- Upgraded business LAN network cabling, fiber optics, switches, routers, servers and various network devices.
- Planned and installed various modules with oversight of initial user training and support.

System Administrator

Nov 1993 – Aug 2004 ◦ [11 Years]

ROLE:

- Install, configure and administer Windows Server, Exchange, ISA, SharePoint, SQL Server.
- Administer domain names, websites, Active Directory, DNS, DHCP etc.
- Administer and plan network (LAN, WAN, WI-FI, VPN) and tune network bandwidth
- Control system's backup & recovery.
- Support & troubleshoot users, and manage privileges & permissions.
- Protect IT System from viruses, hacking, and spywares.
- Administer, and tune databases (SQL Server, Exchange, and Oracle).
- Oversee installed hardware and software inventory.
- Configure and control technical devices such as: PCs, servers, routers, switches, PBXs, Time attendance devices, door security devices, CCTVs, DICTs, SANs etc.

ACHIEVEMENTS:

- Built archiving, document controlling, and automated fax systems.
- Installed and implemented **IT strict security policy** that prevented any data-leakage or time wasting.
- Analyzed and developed an application using FoxPro to manage **drugs accelerated stability studies** for R&D department.
- Computerized many processes in Production, Warehouses, Purchasing, R&D, QC, QA, and RA departments.

❖ ALMUNJED GROUP

Jordan, Emirates, Canada



Chief Information Officer (CIO)*

Aug 2007 – Apr 2011 ◦ [4 Years]

* Simultaneously, with previously mentioned positions.

ROLE:

- Lead portfolio management of Group IT.
- Lead strategic technological planning, business initiatives, to achieve business goals.
- Lead ERP project implementation process at Concept FZE Dubai Co., and oversee IT-related undertakings including clear capture of business requirements, functional deliverables, milestones, and project sign-off.
- Ensure and support managers to deploy IT services in their business units effectively.
- Develop and deploy IT budgeting for the group.
- Participate in preparation of enterprise objectives to enable processing and deployment of information.
- Optimize infrastructure of the IT in the group and ensure optimum utilization of the technology.

Almunjed Group asked me to be CIO of the group of companies in addition to my role at United Pharmaceuticals. Almunjed Group is owned by one of the three brothers who own United Pharmaceuticals; Munjed Sukhtian, chairman of UP.

ACHIEVEMENTS:

- Implemented ARGUS ERP at Concept FZE, in 2009. Concept FZE is a big industrial company for dates syrup & paste based in Jebel Ali, Dubai.
- Built the IT infrastructure at Concept FZE Dubai.
- Planned networking and communication systems for Creative Tours Co., Amman.
- Planned networking and communication systems for Emmar Real Estate Co., Amman.
- Implemented billing system (Highdeal) at Syntagma Networks Co., Vancouver, Canada.

❖ DHOOK TRADING

Jordan

Computer Operator

Sep 1992 – Sep 1993 ◦ [1 Year]

ROLE:

- Perform computerized office operations, faxing, calculations, and analysis.
- Control inventory system of goods found at Zarqa free zone store.

❖ JAJA ELECTRONICS

Jordan

Computer Lab. Supervisor

Mar 1992 – Sep 1992 ◦ [½ Year]

ROLE:

- Supervise, maintain & operate six computers form company's lab.

❖ STARS TOURISM

Jordan

Computer Supervisor

Sep 1991 – Mar 1992 ◦ [½ Year]

ROLE:

- Perform computerized office operations, faxing, calculations, and analysis.

EDUCATION

- Bachelor of Science in Computer & Computer Information Systems (**CS & CIS**)
Philadelphia University, Jerash, Jordan (2002).
- Diploma in Programming & System Analysis
National College, Amman, Jordan (1991).

COURSES & CERTIFICATES

- **Microsoft Certified System Engineer (MCSE)** [Jul 2003]
Webmasters Training Center, Amman, Jordan
 - Installing, Configuring and Administering Windows 2000 Professional
 - Installing, Configuring and Administering Windows 2000 Server
 - Implementing and Administering a Microsoft 2000 Network Infrastructure
 - Implementing and Administering a Microsoft 2000 Directory Services Infrastructure
 - Managing a Windows 2000 Network Environment
 - Designing a Windows 2000 Network Infrastructure
 - Installing, Configuring and Administering Exchange 2000 Server
- **Microsoft Certified Professional (MCP) since 2003** [May 2003]
Microsoft Corporation, Redmond, USA
- **Hacking & IT Security (15 Hours)** [Dec 2001]
Middle East Academy for Applied Sciences, Amman, Jordan
- **Oracle** [Jun 2000]
International Training & Consulting Center (ITCC), Amman, Jordan
 - Oracle Database Administration, DBA (45 Hours)
 - Oracle Developer Reports (15 Hours)
 - Oracle Developer Forms (65 Hours)
 - Oracle SQL & PL/SQL (15 Hours)
 - Introduction to Oracle 8 (24 Hours)
- **Sun Solaris** [Feb 2000]
STS Training Center, Amman, Jordan
 - Sun Solaris Administration (15 Hours)
 - Introduction to UNIX (12 Hours)

LANGUAGES

- Arabic
- English

CREDITS

Navigate <http://nidal.awartany.com/credits> to read full story.

- Speech in the conference of (*activation of the technology in the industry*), April 2014, Jordan
- Microsoft Case Study, United Pharmaceuticals Project, February 2011
(*Pharmaceutical Firm Supports International Quality Standards with Business Solution*)
- EmiratesWeek.com Press Release, United Pharmaceuticals Project.
(*United Pharmaceuticals Adopts Sermon's ERP Solutions*)

PERSONAL INFORMATION

Date of Birth : October 1971
Nationality : Jordanian
Residence : Jordan
Marital Status : Married (one child)