# MUTAZ ABDULLAH ISMAIL

## IT Manager / IT Director / IT Supervisor

### Contact Information ▾

| Mobile: | 0124465576 |
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| E-Mail: | mutaz_ar@yahoo.com  /  mikeazo2050@hotmail.com |

### Personal Information ▾

| Birth date: | 1 Jan. 1978 | Gender: | Male |
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| Marital Status: | married | Nationality: | Sudanese |

### Profile ▾

**Professional experience with over 20 years' of total experience in IT Industry as a Sr. Software Engineer.**

IT Supervisor More than 4 year of working experience as a supervisor:

- Excellent leadership and interpersonal skills.
- Exceptional understanding of assigned applications, with specialized technical knowledge.
- Strong organizational skills.
- Excellent technical knowledge of all phases of application systems.
- Able to handle software testing tools and environments essential to conduct job functions.

Microsoft certified .NET developer with over 10 years' Extensive experience in leading, analysis, design development, Testing of Windows (Desktop) & Web (Client-server) multiple-tier applications.

Microsoft Certified Database Administrator with over 4 years of IT Extensive experience in SQL Database Administration, Database design, Database maintenance, developing T-SQL queries, stored procedures, triggers, System Analysis, Development & Support of MS SQL Servers 2008/2005 in Production.

Microsoft® Certified Technology Specialist – SharePoint with over 4 years I am an experienced SharePoint "allrounder" (Administrator, Developer, Trainer, Technical Project Manager and Business Analyst).

I have the ability to understand and transform complex business requirements into software, ensuring applications are delivered on time, to specification, are scalable, performance optimized and maintainable.

### Objective ▾

- Looking for a position in the firm to provide me a platform where I can showcase my talent and responsibility towards increasing company's day to day activities and performance.

- Obtain a challenging leadership position applying creative problem solving and fine management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

- To utilize my technical and management skills for achieving the target and developing the best performance in my company. I would like to implement my innovative ideas, skills and creativity for accomplishing the projects.

**Skills & Expertise** ▾

- **Experience as IT Manager / Training Manager / Development Manager:**

  o Evaluated training requirements for each division, consulting with department managers, HR and external resources.

  o Estimated costs of training operations and subsequently managed them in accordance with the budget to ensure maximum return on investments.

  o Determined potential of training program for future needs of organization. o Assisted human resources department in designing appraisal programs and training materials. o Researched new and latest techniques for possible inclusion into existing training process.

  o Identified training and development needs within an organization through job analysis, appraisal schemes and regular consultation with business managers.

  o Designed and developed training and development programs based on both the organization's and the individual's needs.

  o Considered the costs of planned programs and kept within budgets.

  o Worked in a team to produce programs that were satisfactory to all relevant parties in the organization, such as line managers, accountants and senior managers at board level.

  o Developed effective induction programs. o Conducted appraisals. o Devised individual learning plans. o Produced training materials for in-house courses. o Assisted in managing the delivery of training and development programs. o Ensured that statutory training requirements were met.

  o Evaluated training and development programs.

  o Helped line managers and trainers to solve specific training problems, both on a one-to-one basis and in groups.

- **Experience as a supervisor:**

  o   Leadership: An experienced team leader o Influencing, leading, and delegating abilities o Ability to initiate/manage cross-functional teams and multi-disciplinary projects. o Critical thinking, decision making and problem solving skills. o Planning and organizing – Organizational abilities

  o   Result oriented: Ability to achieve the target within given time o Excellence Communication skills.

  o   Negotiating skills o Responsible of day to day activities. o Providing direction of assigned staff to meet new system development and user requests. o Takes initiative and participates in IT strategic planning process. o Responsible for classes and trainings offered in support of assigned business systems.

  o   Works on projects, as assigned. o Supervised IT personnel. o Resolved problems, queries, emergencies and complaints affecting quality or availability of services. o Monitored and recommended standards for software and hardware. o Responded to technical, sensitive or complex inquires or service complaints.

  o   Planned and coordinated the installation of software, hardware and data communication updates, enhancements, and updates.

  o   Suggested future directions or new IT projects. Properly managed assigned areas for system security, access involving external and internal access and recovery standards and procedures. o Interfaced with third party technical support vendors and support personnel.

- **Expert in developing windows applications, web applications, windows services and web services in Microsoft Visual Studio .Net IDE.**

- **Working experience on Multithreading, Asynchronous & event based programming.**

- **Experience in Reporting Services: Microsoft SQL Server, Reporting Services & Crystal Reports.**

/▪ **Extensive experience in SQL Server Database with good Knowledge of Performance Tuning for SQL Server Queries and Stored Procedures.**

- **With Over 4 years' experience working with SharePoint 2010/SharePoint 2013.**

## Work Experience ▾

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| STC - Saudi Telecommunications Co | Senior Developer Interface Management Unit | March 2015 till Now |
| With Several government and private organizations | IT Consultant & Senior Developer | Dec 2000 till Now |
| Ernst & Young Company | IT Consultant - Training Manager (Saudi Arabia Royal Guard) | Sep 2012 – Jan 2015 |
| Al-Khaleej Training And Education / New Horizons | Senior Trainer & Senior Developer | Jan 2005 - Jul 2012 |
| International Academy For Computer Since | Trainer & Developer | June 2003 - Sep 2004 |
| Al-Alamiah for Education and Training | Trainer | Feb 2000 - Dec 2002 |
| Al-Morched for Education and Training | Trainer & Developer | Jan 2000 - June 2002 |

## Education ▾

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| UNIVERSITY OF AL GAZEERA(Faculty of Computer Science-Sudan) | M.Sc | 2001-2002 V.Good |
| UNIVERSITY OF AL AHLIA (Faculty of Computer Science-Sudan) | B.Sc | 1999-2000 V.Good |

## Microsoft Certifications ▾

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| MCTS / Microsoft® Certified Technology Specialist - SharePoint 2010 |
| MCTS / Microsoft® Certified Technology Specialist  NET Framework 4, Web Applications 2010 |
| MCDBA / Microsoft Certified Database Administrator |
| MCAD / Microsoft Certified Application Developer |
| MCP / Microsoft Certified Professional |

## In Progress ▾

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| PMP / Project Management Professional Certification |