

## SARY M. ALKAYYALI

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### Objective:

To plan, organize, manage staff and overall operations in order to ensure the stable operation of the organization's IT infrastructure. This includes provide a centralized business service for developing, maintaining, supporting, and optimizing key functional areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems.

### Executive summary

- More than 9 years of successful experience in IT/Telecom.
- Solid IT technical background and technical experience in the operations and network of IT solutions.
- Co-ordination of internal resources and all supplier activities related to the project.
- Lead preparation of RFI/RFP, evaluation, vendor engagement.
- Provide weekly status reporting on all active projects.
- Producing project plans, regular reporting against the plan.
- Work closely with the project planning function to ensure that security governance is achieved in the area of enterprise.

### Industry expertise

- Telecommunications and Engineering Industries.
- Banking/Financial Industry.
- Enterprise Technology Organizations.

### Education

- BSc. Computer Engineering, Applied Science University, Jordan, Amman Feb-2000.

### Certifications

- ITIL® v3F Certified 2009.
- Cisco CCIE (RS) Written/Lab Boot Camp 2008.
- MCSE Microsoft Certified Systems Engineer, Microsoft, 2001.
- Master Certified Internet Administrator, CIW Certified, 2002.

## Relevant Experience / Work History

### EDS an HP Company

Sep 2008 – Present

Riyadh, Saudi Arabia

#### Senior Consultant Network and Security

- E-Business Projects -Banking/Financial Industry.
- Saudi Arabian Monetary Agency - SADAD Payment System.
- Provide consulting/implementation services.
- Implement network and security migration projects.
- Determine, evaluate and diagnose network and application performance --issues and recommend and implement solutions.

### ZAIN-ITS / GSM Mobile Operator

March 2008 - Sep 2008

#### Mobile Telecommunications Company

Riyadh, Saudi Arabia

#### Network & Security Team Leader

- Select and recruit team members.
- Manage IT network and security team and ensure the successful delivery of services.
- Plans and evaluates complex network systems and makes recommendations for resources required to maintain and/or expand service levels.
- Evaluate security strengths and weaknesses of new network and systems security technologies and provide recommendation to the company.
- Provide recommendations with regards to expansion, upgrade, or deployment of new WAN technologies.
- Produce and maintain an up-to-date network diagram for the enterprise Data Network, Voice, and Security.
- Manage Network Internet Connectivity(Corporate ,GSM)
- Review/Update LLD, NRFU, ATP, and Documentation.

### Bravo / iDEN Mobile Operator

Oct 2004 - March 2008

#### Qtel-Wataniya International Group

Riyadh, Saudi Arabia

#### Network Team Leader / Infrastructure Services and Solutions

- Implement/ Manage over 100 Servers. Setup including MS Active Directory, MS-Exchange (Mail Server), Web Servers, DB/ERP Servers, CBOSS (Billing/Customer Care) Servers, SAN/EMC Storage, Internet/Intranet Services, Network, QoS, WAN/VPN, Security Enterprise Solutions.
- Manage and design the growth of the Network and Security setup. This includes the monitor and management of the performance using various IT tools.
- Maximize the availability of the setup with proper proactive diagnostics, planning and maintenance.

- Provide connectivity for Mobile network (Internet, VPN, International SMS, WAP Gateway, Over the Air, Mobile Tracking, International Push-To-Talk, Motorola Network Dispatch Messenger, and Push Email).
- Work continuously as T3 support 24x7.
- Evaluate new technologies, tools and systems to ensure that the IT setup is able to provide the needed business requirement.
- Documentation (Polices and Procedure).

### Rashid Engineering

Jan 2001 – Oct 2004

#### Oger International

Riyadh, Saudi Arabia

#### Network System Administrator

- Implementation, administration, maintenance, troubleshooting, and end-user support of all company Systems/Network/Security primarily in a Windows NT/2000 Servers platform, Windows XP, Cisco, Symantec environment.
- Provide high quality support of all IT related issues.
- Provide Internet/Intranet solutions, developing web applications, and design.
- Create and maintain troubleshooting documentation to enhance IT knowledgebase and knowledge transfer capabilities.
- Provide basic end user training on standard hardware and software systems used by the company.

### Stargate /Xybernaut

March 2000 – July 2000

Riyadh, Saudi Arabia

#### Network Engineer

- Perform research and test on software and hardware new and existing technologies.
- Assist with end-user hardware/software and policy problems and questions.
- Monitor and manage network resources and administer changes.
- Review industry sources for new technology and any new sources of information.
- Provide technical evaluation, Design, Implementation, and support of network hardware/infrastructure.

## Technical Proficiencies

- Network: Cisco Routers 2800, 3800, 7200,7600 Series, Cisco Switches 2900, 3500, 4500, 6500 Series, RAS, AAA, RADUIS, QoS, Load Balance, Packet Optimization, Quota Management, Cisco Works, MARS, and WAN Accelerator.
- Voice: Cisco IPT, Cisco IPCC, Cisco Call Manager 6, Cisco Unity 5.0, Voice Gateway, Microsoft UM, Excel Switch, .
- Routing Protocol: RIP, IGRP, EIGRP, OSPF, IS-IS, BGP.
- Systems: Ms Windows 2003 Servers, Ms Exchange 2003/2007, Ms ISA 2004/2006, Ms SharePoint, Ms SQL 2005, Ms SMS, Ms MOM, Oracle OCS, MAC OS, SUN Solaris 9.0/10.0, Linux Redhat, Fedora, SUSE, Citrix.
- Security: Cisco Firewalls, PIX, ASA, Juniper NS-5400, ISG, IDP, NSM, Symantec, IDS, IPS, Antivirus, Antispyware, SMTP Mail Security Gateway, Antispam, VPN , SSL, PGP, SSO, Ironport, Patch Management.
- Integration IT-Telecom for Billing and Customer Care (HLR, iHLR, CDR, CDT, Customer Care Internet Services, ACD, IVR, Voice Recorder).
- Data Network: ATM, Leased Line, MPLS, IP-VPN, Wireless PTP, WiMAX, and VSAT.
- High Availability Services: Data Centers, SAN Topology, Cluster, RAID 0, 1, 5,
- Disaster Recovery, Backup, Servers Image, Network Redundancy, Failover.

## Certifications & Training:

- CBOSS Billing/Customer Care Systems:  
Web Services Uniserv General Administration  
CBOSSics, CBOSSisp, CBOSSacr.CBOSSacc Administration (IVR, ACD).
- Advanced UNIX; Sun Solaris.
- ITIL® v3F Certified, EXIN.  
ITIL v3 Foundation for IT Service Management, HP Education Center.
- Master CIW Administrator.  
CIW Server Administrator.  
CIW Security Professional.  
CIW Internetwork Professional.  
CIW Associate Certified Internet Webmaster.
- CCIE Routing & Switching Lab Boot Camp.  
CCIE Cisco Certified Internetwork Expert Written Version (3.0).
- CCNP Cisco Certified Network Professional.  
Building Scalable Cisco Networks BSCN.  
Building Scalable Multilayer Switched Networks BSMSN.  
Building Cisco Remote Access Networks BCRAN.  
Cisco Internetwork Troubleshooting CIT Support.
- CCNA Cisco Certified Network Associate.
- Implementing Intrusion Detection and Prevention (IIDP), Juniper Networks.
- Information Security Workshop (Gulf Business Future).
- i-Net+; CompTIA Certified Professional.
- MCSE 2000 Microsoft Certified Systems Engineer.  
Design Windows 2000 Directory Services.  
Design Windows 2000 Network Infrastructure.  
Design Windows 2000 Network Security.  
Administration and Implement Windows 2000 Directory Services.  
Administration and Implement Windows 2000 Network Infrastructure.  
Windows 2000 Server.  
Windows 2000 Professional.

*References: Upon request.*