**SAYEED MOHIUDDIN**

B.E. (Computer Sc.), M.B.A. (Information Systems)

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 Saudi Arabia

**Objective:** A Senior Administrator, Operations Manager, Business Planning and Services Management Professional with over 25 years of experience seeking a Senior level position to offer industry wide expertise and experience in Operations Management, PR, HR and IT Services, Business Development and Team Management.

**Profile: Dynamic contributor with a proven record of results in Services Management, Operations System Analysis, Business Process Improvement, Services Management and Team Development**

* + - * Engaging rapport builder; effective in building positive working relationships at all levels based on accessibility, responsiveness, professionalism and trust.
			* Accomplished oral and written communicator.
			* Flexible, detail-oriented planner; skilled in analyzing, interpreting and judiciously applying data.

**Professional Total 25+ years of Experience in various roles in Information Technology and Services Management**

**Experience:**

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| **May 2016 - present** | ***Smart Media*** Riyadh, Saudi ArabiaCompany Industry: Social Media Services**Job Role:** Business Operations Manager* Managing Services and Projects
* Operations management
* Team Management
* Quality control
* Public relations and Information Services
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| **April 2002 – May 2016** | ***Project Manager*** **NADEC** ITD, Head Office – P. O. Box 2557, Riyadh – 11461, Saudi Arabia [www.nadec.com.sa](http://www.nadec.com.sa) **Job Role:** Management/Administration Worked as IT Security Specialist at the Information Technology Department of NADEC* IT Security administration with the following:
	+ Monitor and control IT infrastructure with respect to IT Security
	+ Analyze and assess potential security risks, develop plans to deal with such incidents by putting measures in place such as firewalls and encryption, monitoring and auditing systems for abnormal activity, and executing corrective actions.
	+ Prepare technical reports on weekly, monthly, quarterly and yearly basis.
	+ Post monthly “Security Awareness” emails to all users.

Worked as **Project Manager** and Administrator for “Remedy Service Desk” at the Information Technology Department of NADEC.* Implemented Remedy Service Desk with the following objectives:
	+ Provide user friendly Help Desk service with maximum satisfaction
	+ Provide useful and timely reports and dashboard for Management.
	+ Time bound prompt service with SLAs
	+ Escalation of task to higher level in accordance with severity impact
	+ Change Management with well-defined workflow and approval process

 Worked as **Project Manager** for ITIL Implementation Project at the Information Technology Department of NADEC.* Implemented successfully ITIL Project with the following objectives:
* Achieve a unified internal/external customer services ethos across the whole of the IT Department.
* Identify the processes of ITIL framework which are most appropriate to the IT department.
* Prioritize and implement components within the agreed timeframe.
* Identify the measureable KPI’s.
* Initiate the cycle of “Continuous Improvement” for quality of services.
* Identify and implement standardized best practice in all areas of IT.
* Make efficient use of existing services and resources across the Organization.
* Align changes’ effect without impacting on existing services or service levels with ITIL practices.
* Configure and administer CA Service Desk Manager and manage the team
* **Project Manager** for “Van Sales System” and “Oracle ERP Applications Project:
	+ Solely responsible for Data architecture and Data ware housing of the Project.
	+ Exclusively worked on Oracle Sales Analyzer and Oracle Discoverer for Sales Analysis and Reports development respectively.
	+ Managed a team of Specialists to Developed and customized Oracle Forms, Reports and Interface script development.
	+ Performed Data migration from Legacy systems to Oracle Applications.
	+ Designed and Developed database for Sales Management System in MS SQL Server for Sales and Marketing Department.
	+ Designed and developed user interfaces using MS Visual Basic for Sales Management System.
	+ Designed and developed Reporting System using Crystal Reports for Sales Management System.
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| **Jun 1999 - Apr 2002** | ***Computer Specialist*****Saudi Electricity Company** Dammam - Al Khobar Highway, Eastern Province, Saudi Arabia [www.se.com.sa](http://www.se.com.sa) **Job Role:** Technology SQL DBA / Programmer/ Web Developer* Worked as Computer Specialist in the Information Technology Department of Saudi Electricity Company - Eastern Region Branch (formerly SCECO-East) for a period of two and a half years.
* SQL DBA - Worked as SQL DBA for Saudi Electricity Company for more than TWO (2) years. Was fully responsible for the SQL Database administration and fine-tuning the database for highest performance. Started with MS SQL 7.0 and later upgraded to SQL 2000. The database size was more than 20 GB
* Web Applications Development using FrontPage 2000, Visual InterDev, Active Server Pages, Java, HAHT Site, and Jet Forms.
* Developed “Document Tracking System” using Front Page & MS Visual InterDev with MS Access as database and “Career Development System” with MS SQL as database.§ MS-SQL Database Development and Management for “Resource Planning Department’s” BPI Project - “Forms Automation”.
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| ***Feb 1997 –Jun 1999*** | ***System Analyst*****SAI Computers.** Pune, IndiaCompany Industry: IT Software**Job Role:** Programmer/ Web Developer* Developed Application Software 'Purchase Order System' for Messung System, Pune, India using Visual Basic as front end and MS-SQL as backend tool. Developed Web Application software for a wide range of clients using FrontPage, MS Visual InterDev, VBScript, Java, ASP, XML, IIS, OLE, VBA etc.
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| ***Jun 1995 - Feb 1997*** | ***Senior Programmer*****International Computech Point.** Gulbarga, India.Company Industry: IT Software**Job Role:** Senior Programmer* Developed various Applications using VB, C, C++, Visual Fox pro and MS-Access.
* Developed Web Applications for a wide range of clients using FrontPage, MS Visual InterDev, VBScript, ASP, and VBA etc.
* Customized Software development using For-pro, VB and MS-Access.
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| ***Jan 1992 - Jan 1995*** | ***Computer Programmer*****CompSoft.** Bangalore, India.Company Industry: IT Software**Job Role:** Computer Programmer* Developed various application software using Visual BASIC, dBase IV, and COBOL
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| ***Jun 1989 - Dec 1991*** | ***Head of M.I.S. Dept.*****K.B.N. General Hospital.** Gulbarga, India.Company Industry: Hospital/Healthcare**Job Role:** Software Development and Management* Developed 'Hospital Management System' including Payroll and Billing System using FoxPro, C, C++ for K.B.N. General Hospital of 1000 beds with advanced infrastructure for different disciplines of Medicine and Surgery. This General Hospital has K.B.N. Medical College attached to it.
* Maintained and upgraded the 'Hospital Management System' as per the growing needs and requirements of various departments like General Medicines, Orthopedics, Pediatrics, Obstetrics and Genecology etc., In Patient Department, Out Patient Department, Anesthesia, Surgery, X-Ray, Nursing and Mid-wifery, Testing labs, Administration Department and Accounts Department.
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**Qualification: M.B.A. (Information Systems) -** Sikkim Manipal University, India

**B.E. (Computer Science) -** Gulbarga University, India

**ITIL V3 Certified -** London, UK.

### Skills Professional Skills

| **Skill** | **Skill Level** | **Years of Experience** |
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| IT Support Services Management, Van Sales System's Software Administration, IT Projects Management | Expert | More than 10 years |
| Software Skills - VB, .Net, Oracle, SQL, Web Dev. | Expert | More than 10 years |
| Oral and written Communication & Interpersonal skills, Strong Analytical and Problem Solving Skills | Expert | More than 20 years |
| Time Management, Crisis Management, Disaster and Recovery Management | Expert | More than 5 years |

 **IT Skills**

Operating Systems : Windows Eight/Seven/Vista, Windows 2000/XP/98, Linux.

 Programming Languages : VB6, VB .Net, C, C++ and Java

 Other scripting Languages : Java Script, VB Script, HTML.

 Database : SQL 2012, Oracle 11i, My SQL

Other Software : Remedy Service Desk, CA Service Desk Manager,

Oracle Discoverer, Crystal Reports, NexThink

 **Personal Profile**

#  Date of Birth : 15 January 1967. Nationality : Indian

 Marital Status **:** Married (have 4 children)

# Visa Status : Residency Visa/ Iqama (Transferable)

# Languages Known : English, Arabic, Urdu, Hindi, Marathi and Kannada

 Driving License **:** Valid KSA driving license

Any other relevant information upon demand.