

# Yahya Mohammed Nassar

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## Professional Profile

A dedicated and enthusiastic IT accredited professional who Provide the Leadership and Management to the IT Infrastructure and Operations and Service desk Teams for the stability, security, capacity availability of the IT environment and for a quality the IT service delivery. Quick to familiarize with the latest technologies and industry developments while demonstrating a logical and analytical approach to solving complex problems and issues. Possesses excellent interpersonal and communication skills and the ability to develop and maintain positive internal and external relationships, as well as presenting and preparing comprehensive documentation and reports as required. Experienced in data processing, is quick to grasp new ideas, technologies and concepts, and is skilled in a range of industry-standard software Packages. Enjoys being part of, as well as recruiting, training, supporting and leading, a successful and productive team. Combines an analytical and professional approach, thrives in highly pressurized and challenging working environments.

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## Objective

Now looking for a new I.T. top position, one that will make best use of existing skills and experience and provide opportunity for further responsibility and professional development.

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## Career Summary

**April 2017 – Feb. 2018:**           ICT Infrastructure Manager  
International Medical Center (IMC)

### Position Summary:

The role is to plan, direct, and coordinate the design, installation, and connectivity of computer systems and network infrastructure to ensure the stable operation of the organization's IT assets. This includes developing, configuring, maintaining, supporting, and optimizing all new and existing network hardware, software, and communication links. This role is also responsible for telephone, data center, security systems and other electronic infrastructure.

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**August 2015 – May 2016:** IT Operations Manager  
AIMS Holdings

**Responsibilities:-**

- I.T. Director Assistance.
- General I.T. Management.
- I.T. Operations and Infrastructure Management.
- Datacenters Management.
- Oracle ERP Application Technical Management.

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**Nov 2010 – March 2015:** DATACENTER MANAGER  
Naghi Group, Hafil Transport

**Responsibilities:-**

- I.T. Operations and Infrastructure Management.
- Datacenters Management.
- Oracle Application's Database Management.
- Oracle Application Management.
- Oracle Linux Administration.
- Managing I.T. Governance Tasks.

**Projects Achievements:**

- Oracle Application (E-Business Suite) Installation and Configurations.
- Oracle Application ERP R12.1.3 Migration and upgrades.
- Datacenter & Infrastructure upgrade project.
- Enterprise backup solution project.
- Oracle system Disaster Recovery Project.

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**Jul 2007 – Oct 2010:** Senior Oracle Application's Database Manager  
Attieh Steel Group

**Responsibilities:-**

- Oracle Application's Database Management.
- Oracle Application Management.

**Projects Achievements:**

- Oracle Application (E-Business Suite) Installation & Configurations

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**Sep 2005 – Jul 2007:** FREELANCE CONSULTANT  
Oracle Apps. D.B. Consultant

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**Jun 2005 – Aug 2005:** COMMUNICATIONS & INFORMATION TECHNOLOGY SPECIALIST  
National Air Services

**Responsibilities:-**

- Oracle Application's Database administration.
- Oracle Application Administration.
- HP-Unix Operating System.

**Projects Achievements:**

- Oracle Application (E-Business Suite) Installation & Configurations
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**Mar 1998 – May 2005:** SENIOR ORACLE APPLICATION'S DATABASE ADMINISTRATOR  
Savola Group

**Responsibilities:-**

- Maintain oracle database availability, trouble shooting and backup of the data.
- Maintain oracle application database (application system) availability, trouble shooting data and Backup of the.
- Oracle application system administrator responsibilities.
- Related UNIX administration activities.

**Projects Achievements:**

- Migrate SAVOLA oracle financial application from release 10.7 to 11 and from release 11 to 11i
  - Upgrading old oracle database release to the latest available 9i
  - Upgrading the current oracle application release 11.5.8 to the latest enhanced releases.
  - Major contribution in setting up oracle application environment in big companies in Jeddah city
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## **Education and Qualifications**

BSc Bachelor of Computer Science  
King AbdulAziz University in Jeddah, Kingdom of Saudi Arabia, 1998

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**Professional Certificates & Experience:-**

- Oracle Database Administration Course
  - HP Data-Protector Essentials
  - Project Management Work-shop
  - ITIL Foundation Certificate in IT Service Management
  - Certified Data Centre Operations Manager. (Capitoline Organization)
  - An Introduction Certificate of IT Governance
  - More than 15 years of strong IT experience in different functionalities of IT [ QA, Data Centre Management, Project Management, Infrastructures, Operating systems, ITIL Best practices, Management Skills, Team Handling IT security, Risk management & Governance area ]
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## Key I.T. Skills: -

- Manage the Infrastructure , The service desk , the Datacenter Operations and the respective Teams to ensure the delivery upon the agreed SLA and ensuring availability of Mission Critical Services of the Business.
- Develop and Monitor and implement Oracle apps database and Effective Backup , Recovery Plans and BCP, ensuring data availability and restore in line with Company Business Continuity Requirements
- Monitor the Data Centre and Network Operational performance by measuring, reviewing, auditing and reporting operations activities.
- Implement Policies and Procedures in line with ITIL/Best Practices and IT Security best practices for a quality IT Service delivery and Availability
- Propose and Implement improvements, required tools and recommend appropriate architectures and solutions to the business infrastructure, provide a secure platform/ infrastructure for the company's business operations and implement new operational processes
- Implement effective IT asset management policies and procedures to manage the IT assets, Licenses and manage all IT related Procurements.
- Prepare annual Budget for the department and ensure adherence to the budget plan
- The day-to-day management of IT organization processes and Operations, including performance management, availability management, release management, backup management, data management, systems , server operations, network operations , capacity planning by utilizing a combination of internal resources as well as external vendors
- General I.T team Management & Datacenter Management
- Oracle systems & database Management
- Managing I.T. Governance Responsibilities, which includes:
  - Monitoring and evaluating the IT standards, Policies & Procedures.
  - Executing Strategy and Managing Risks.
  - Manage and follow up the Auditing process within the IT department.
  - Develop/revision of the IT Governance policies and procedures.
  - Creates and manages a Data Governance framework that meets the objectives for the organization.
  - Managing I.T. Vendors related issues such: products licenses, Support contracts, Hardware/software and services quotations...etc.

## Functional and Knowledge Skills: -

- Provide and Control Customer Care
  - Contribute to the Management of Performance
  - Monitor Quality Management Procedures
  - Project Management
  - Maintain and Implement Security Procedures.
  - Process improvement
  - Provide and control the provision of advice and guidance
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## Managerial Skills: -

- Planning & Execution for results.
  - Dynamic teambuilding for success.
  - Problem solving for powerful solutions
  - Leading for success
  - Professional Capability
  - Calculated Risk Taking
  - Customer focus
  - Budgeting and Budgeting Control
  - Risk Management
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## Personal Details:-

**Languages:** Arabic and English (Fluent)

**Nationality:** Saudi

**Date of Birth:** February 1973

**Status:** Married

**Present Address:** Al-sharafyah, Jeddah, Kingdom of Saudi Arabia