Akram Adel

Abu Dhabi, UAE | akram.adel.aly@icloud.com | +971 55 176 0890

Professional Summary

Results-driven professional with 16+ years of experience in managing and leading teams Cross GCC Japan UK, aligning systems with business requirements, and ensuring regulatory compliance. Proven track record in **Technical Project Management**, **Network Security**, and **Cloud Technologies**, with expertise in **ITIL** and **Project Management Tools**. I have Skilled in **Project Planning and Management**, **Technical Expertise**, **Stakeholder Management**, **Resource Management**, **Quality Assurance**, and **Risk Management**. Possess excellent organization and communication skills, with a strong ability to **Develop**, **Monitor**, **Facilitate**, **Ensure**, **Possess**, **Stay**, **Provide**, **Build**, **Manage**, **Optimize**, and **Conduct** projects from initiation to delivery.

Education

Modern Academy for Computer Science
B.Sc. in Computer Science and Programming

Experience

- **IT Deputy Manager – Silver Coast Group** Oct 2024 - Present
- Managing a team of IT professionals crosses 12 companies, including hiring, training, and coaching team members as needed.
- Developing and implementing IT policies and procedures to ensure that all systems and applications are secure, reliable, and efficient.
- Ensuring that all IT projects are completed on time and within budget, and that they meet the needs of the business.
- Monitoring and maintaining all IT systems and applications, including hardware, software, and networks.
- Developing and managing the IT budget and ensuring that all expenditures are within budgetary guidelines.
- Managing vendor relationships and negotiating contracts as needed.

AVP Sept 2018 – Sep 2024
Banque Misr-Abu Dhabi, *Abu Dhabi*

- Oversaw IT department operations and training, ensuring alignment with business requirements and regulatory policies, utilizing **ITIL** and **project management tools**.
- Designed and implemented new project solutions, delivering effective integrations of warehouse management system software applications, ensuring **network security** and **cloud technologies**.
- Developed project plans, identifying key issues, approaches, and performance metrics, and worked closely with CBUAE to conduct the best solution for internal and external security, utilizing **risk management** and **quality assurance**.

Senior Associate July 2013 - Aug 2018
Bank of Tokyo Mitsubishi-Dubai, *Dubai*

- Maintained and operated AV equipment, responded to faults in LAN and WAN networks, and coordinated with telecommunications providers to address third-party outages, utilizing **networking** and **server administration**.
- Provided Tier 1 IT support to non-technical internal users, conducted in-depth product and issue resolution research, and maximized productivity by keeping detailed records of daily progress, utilizing **analytical skills** and **problem-solving**.

Team Leader Supervisor July 2011 - June 2013
Cupola Teleservices-Dubai, *Dubai*

- Led a team of 25 members, providing exceptional customer service, and implemented new working processes that delivered continued improvements, utilizing **leadership** and **collaboration**.
- Monitored operating machinery, initiated timely responses to emails and voicemails, and provided constructive criticism regarding quality assurance on collections team phone calls, utilizing **monitor** and **reviews**.

System Administrator Apr 2010 - June 2011
Archirodon Construction Over Seas, *Over Seas*

- Completed reports detailing network and systems performance, costs, and downtime issues, and oversaw file system, storage, and other digital asset upgrades, utilizing **cloud** and **IT infrastructure**.
- Designed proactive preventative maintenance schedules, provisioned new software and hardware, and installed

important security and functionality patches, utilizing **technical project manager** and **it service management**.

Technical Project Management Skills

- Project Management Tools
- Cloud Technologies
- ITIL
- Network Security
- Risk Management

It Infrastructure Management Skills

Technical Expertise: Possess expertise in **IT Infrastructure Management**, including network security, cloud technologies, and ITIL.

Project Planning and Management: Develop and manage project plans, identify key issues, approaches, and performance metrics, utilizing **project management tools**.

Stakeholder Management: Facilitate effective **communication** and collaboration with stakeholders, ensuring project deliverables meet their expectations.

Projects

IT Infrastructure Management Project

- Developed and implemented a comprehensive IT infrastructure management plan, ensuring alignment with business requirements and regulatory policies, utilizing **it infrastructure** and **project management tools**.

Network Security Project

- Designed and implemented a robust network security strategy, ensuring the protection of internal and external security, utilizing network security and risk management.

Languages

- Arabic - Expert
- English - Expert

Soft Skills

- Effective **Leadership**
- Documentation Management
- Reporting Template Development
- Risk Mitigation Planning
- Policy and procedure development
- Performance metrics analysis
- Company guidelines
- Customer and employee report
- Relationship building
- Presentations
- Delegation
- Budget development
- Inventory management
- Effective leader
- Quality assurance
- Multitasking abilities
- Written Communication
- Project Management (10+ years)