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| CURRICULUM VITAE |

 Khalid Ali Shaibat El Hamed

## Summary

Career Objective:

The main core is information technology field; I spend more than 18+ years in IT field between IT management, IT administration, project management, IT application technical customer support and system administration.

Working in different domains FMCG, Software industry, oil and Gas, Healthcare Education and NGO.

Working in multinational, international and national OPCos.

Ability to direct complex projects from concept to fully operational status, Goal-oriented individual with strong leadership capabilities, Organized, highly motivated, detail-directed problem solver, Proven ability to work in unison with staff, volunteers, and board of directors and able to set Start-up operations as well as major renovation projects. I am also welling to re-allocate and travel

Employment Type: Employee/contractor

Employment Status: Full time/contract

Notice Period: 1 month or less

## Personal Information

Birth Date: 1 May 1975

Gender: Male

Nationality: Egypt

Religion: Muslim

Marital Status: Married

Number of Dependents: 2

Driving License Issued From: Egypt (International).

Visited and worked in Countries: UK-France-Netherland-UAE-KSA-Spain-Malaysia.

## Contact Information

Email Address: [khalid\_shiba@hotmail.com](mailto:khalid_shiba@hotmail.com)

[khalid\_shiba@yahoo.com](mailto:khalid_shiba@yahoo.com)

Mobile Phone: +2.01222146514

Day-time Phone: +2.01222146514

Evening-time Phone: +2.01222146514

Address: 9 El Horia St. - 9th distinct - Nasr City-Cairo

Country: Egypt

Zip/Postal Code 11435

[www.linkedin.com/in/khalid-shiba-53198443](http://www.linkedin.com/in/khalid-shiba-53198443)

## Total Experience (20+ Years)

## CIO

**Company/organization:** Baheya Foundation for breast cancer early detection

**Location:** Cairo, Egypt   
**Company Industry:** Healthcare, NGO  
**Department:** Technology/IT  
**Duration:** From Nov 2020 – Current

**Responsibilities:**

The function manages the relationship between ICT and all operations including business support and stakeholders for the group, Subsidiaries and International sectors. The main purpose of this is unit to align ICT operations with Healthcare business objectives and growth plans, Foundation is main part as the business nature of the foundation is core as well. Including report to business about the status of all ICT operations and support services and provide innovative ideas to enhance foundation technology solutions.

Tasks include and not limited to:

* Creates, supports, and directs development of local information systems short-and long-range plans in concert with company goals and objectives for regional branches based on and in collaboration with corporate IT architecture and direction.
* This position shares accountability for facilitating organizational and department goals using effective leadership knowledge, skills and abilities that ensure achievement of expected results for patient/customer service, employee engagement, financial health, business growth and quality and safety outcomes.
* Demonstrating leadership and oversight, through plans and actions, a consistent standard of excellence to which all-departmental work is expected to conform. Regularly communicates and coordinates with board of directors, managers, and contractors. Provides daily operation leadership and management of the Information Systems department resources and staff. Responsible for IS project management, technology, infrastructure, security, staffing, as well as employee training and evaluation.
* Manage information and communications systems projects, including voice, data, imaging, and automation.
* Lead all digital transformation for foundation and hospitals.
* Manage the acquisition, deployment, use, re-use, maintenance, support and disposal of all technology assets.
* Review and enforce technology policies and procedures to ensure protection of technology assets and the integrity, security, disaster recovery, standards, purchasing, disposal, compliance, and provisioning.
* Apply AI technology in hospitals.
* Apply AI in patients and customers call centers.

## Manager - IT

**Company/organization:** AlRabat Group for Business development - “International Education sector”

**Location:** Cairo, Egypt   
**Company Industry:** Education  
**Department:** Technology/IT  
**Duration:** From Aug 2016 – Nov/2020

**Responsibilities:**

**"Education sector: International Schools Compas”**

The function manages the relationship between IT and all education operations including business support and stakeholders for the entity, Subsidiaries and International sectors. The main purpose of this is unit to align education business topologies and technologies together, report to business about the status of their initiatives and support services and provide innovative ideas to enhance education technology solutions.

Tasks include and not limited to:

1. Managing all schools management systems (SMS).
2. Manage all Learning management systems (LMS).
3. Plan, Control and execute IT budget and IT CAPEX,OPEX.
4. Manage different application team in the schools.
5. Manage IT operations all over the schools.
6. Design, implement all IT policies.
7. Design, implement all IT procedures.
8. IT documentations like:   
    - Disaster recovery plan.   
    - Identification of information owners.   
    - Incidents log file.   
    - IT Security responsibilities.   
    - Test log reports.   
    - Infrastructure plans.   
    - Backup Plans.
9. -IT cost effectiveness and cost reduction plans.
10. -IT management and HR aspects related to IT staff.
11. Manage all IT projects.

## Manager - IT Business Partner

**Company/organization:** Eittrans Group

**Location:** Cairo, Egypt   
**Company Industry:** Freight forwarding / logistics  
**Department:** Technology/IT  
**Duration:** From Aug 2014 – Aug 2016

**Responsibilities:**

The unit manages the relationship between Group IT and the business and provides business support for the Company, Subsidiaries and International Branches. The main purpose of this is unit to align business strategy, assist in prioritization of business unit workload demands, report to business about the status of their initiatives and support services and provide innovative ideas to enhance technology solutions.

Tasks include and not limited to:

A - Manage the relationship between technology and business, strengthen the relationship and ensure strategy alignment between IT and business.

B - Monitor progress on business initiatives and track for management reporting. Involve and influence all the stakeholders, obtain their commitment for effective project implementation and delivery of project results.

C - Reviewing the demand and collating it for planning and discussion with domain teams. Filtering and prioritizing the demand before submission to IT teams

D - Facilitate projects issues resolution and resolve conflicts as and when they arise.

E - Ensure that initiatives align with business strategies.

F - Understand and manage business expectations.

G - Support IT and business on production incidents

H - Aligning business strategy with IT strategy and seek inputs and feedback

I - Responsible for submission of accurate user requirements from business.

J - Escalating business cases/work requests to CEO and Board in line with the adopted methodology.

K - Co-coordinating annual SLA reviews and presentation of SLA changes to the business for approval.

L - Directly involved in Critical and High Incident management. Improve communication to business units, address concerns proactively rather than reactively

**IS Consultant (50% Acting as Deputy IS director)**

**Company/organization:** Power House for petroleum services

**Location:** Cairo, Egypt   
**Company Industry:** Oil/Gas  
**Department:** Technology/IT  
**Duration:** From Sep 2013 – Aug -2014

**Responsibilities:**   
I was responsible for IS consultancy in the entity and acting as deputy IS director during consultancy period, Mission was to promote the IT performance all over the company and standardize the service plus harmonize the performance passing with policies, procedures and HR affects KPIs and salaries scheme.   
  
Tasks include and not limited to:   
  
A - All tasks related to IT strategies, applications , communication tools, plans and articles.   
B - Budgeting, phasing.   
C - IT policies.   
D - IT procedures.   
E - IT documentations like:   
 - Disaster recovery plan.   
 - Identification of information owners.   
 - Incidents log file.   
 - IT Security responsibilities.   
 - Test log reports.   
 - Infrastructure plans.   
 - Backup Plans.   
F - IT cost effectiveness and cost reduction plans.   
G - IT management and HR aspects related to IT staff.   
H - Build strong IT infrastructure.   
I - Organize IT team efforts.   
J - Build IT ticketing system.

## IT manager

**Company/organization:** Diversey Egypt “Part of Sealed Air”

**Location:** Cairo, Egypt, 1257 D Square - plot 1&2 - Sheraton Heliopolis  
**Company Industry:** Multinational FMCG  
**Department:** Technology/IT  
**Duration:** May 1998 - September 2013

The unit manages the relationship between ICT and the business and provides business support al over the country and regions, Subsidiaries and Branches. The main purpose of this is unit to align ICT business plans ,strategies, assist in prioritization of business unit workload demands, report to ICT business about the status of all ICT operations , support services and provide innovative ideas to enhance technology solutions.

**Responsibilities:**

**1 - AS IT manager:**   
Responsible for:   
 A - All tasks related to IT, communication tools, plans and articles.   
 B - Budgeting, phasing.   
 C - IT policies.   
 D - IT documentations like:   
 - Disaster recovery plan.   
 - Contingency plan.   
 - Identification of information owners.   
 - Incidents log file.   
 - IT Security responsibilities.   
 - Test log reports.   
 - ERP Documentation.   
 - ERP user rights.   
 - Infrastructure plans.   
 - Backup Plans.   
 E - IT reporting and IT CAPEX expenditure.   
 F - IT cost.

**2 - As a system administrator:**   
Responsible for:   
 A - Users and groups, domains with group policies administration.   
 B - Security & Permissions.   
 C - Monitoring.   
 D - Trouble shooting.

**3 - As a backup operator for Company data:**   
Responsible for:   
 A - Data backup schedules (Incremental & deferential & normal), (regular & critical) on time basis (Monthly - Weekly - daily).   
 B - Servers & PCs backup.   
**4 - As a service desk support:**   
Responsible for:   
 A - Supporting all SW & Applications.   
 B - Maintaining antivirus and firewall Apps.

**5 - As a system technical support:**   
 For ERP packages, Responsible for:   
 A - Installation ERP packages.   
 B - Coordinate user needs through business needs.   
 C - Helpdesk support.   
 D - Testing all new modifications and new modules.

## IT SOX 404 coordinator

**Company/organization:** Diversey Egypt “Part of Sealed Air”

**Location:** Cairo, Egypt, 1257 D Square - plot 1&2 - Sheraton Heliopolis  
**Company Industry:** Multinational FMCG  
**Department:** Technology/IT  
**Duration:** Jan 2002 - September 2013

**Responsibilities:**

The Function is to ensure the full compliance for the ICT unit with HQ standards and regulations with minimum adequate ratios.

A - Planning 404 steps through daily working processes.   
 B - Designing the flow charts of the working process and assigning the key control to ensure the accuracy and preventive controls.   
 C - Narrative’s documentation and testing of all Key Controls.

## Business analyst

**Company/organization:** Diversey Egypt “Part of Sealed Air”

**Location:** Cairo, Egypt, 1257 D Square - plot 1&2 - Sheraton Heliopolis  
**Company Industry:** Multinational FMCG  
**Department:** Finance and Technology/IT  
**Duration:** Jan 2000 - September 2013

The function is to align department needs with all systems in the environment and analyze all needs to digital forms and systems, Decrease manual work and processes to the minimum and mitigate risks and frauds.

Automation is one of the major targets in the function.

**Responsibilities:**

Serve as a key resource for the business for master data support.   
 A - Maintain and support all systems data integrity.   
 B - Work with the business Groups to help define Information Governance Requirements, Organization, Standards, Policies and Processes.   
 C - Support the data management strategy and provide oversight to the master data governance process.   
 D -Evaluate or support the evaluation and use of data transformation and data quality management tools.   
 E - Analyze current processes, systems and potential customized system solutions against Data Management “Best Practices”.   
 F -Support data quality management work of other teams including data collection and cleansing, as well as data conversion.   
 G - Lead or participate with data strategy and planning efforts, serving as the subject matter expert through solution and implementation phases of major initiatives.   
 H - Review and assess data management activities (e.g., data profiling, cleansing, categorizing, mapping from legacy to target ERP Solutions).

## Technical customer support

**Company/organization:** Delta Software Company.

**Location:** Cairo, Egypt, Josef Tito St. – New Nozha  
**Company Industry:** IT  
**Department:** Technology/IT  
**Duration:** Sep 1996 – May 1998

**Responsibilities:**

A-Pre-Sales activities and carrying out project programs.

B- Carrying out Pre-sales policies related with projects.

C- Software implementation and training in customers sites.

D- Customers following up and support.

E- Sometimes responsible for marketing projects.

## Education

## IT DPS – AUC – Jan 1996

## BSC Commerce – Ain Shams University 1996.

## ITIL - PMP exam preparation V4 & V5 - MCSE - Higher diploma, IT - Bachelor's degree / higher diploma, commerce/finance .

## HR for non HR .

## Finance for non finance.

## VC for non VC.

## Leadership in multinational OPCos.

## Management Skills

### Digital transformation - IT management - IT Strategy - Project management - Team Leadership - Business process implementation - Cross functional team - Business analyst – ERP .

## Technical Skills

### Server 2012/2016/2019 - VMWARE (virtualization) - MS project - MS office professional -

### Windows workstation - Clouding solution. – School management systems – Learning management systems – Sub systems related to educational process and environment.

## Languages

### English & Arabic

**Level:** Expert | Experience**:** More than 30 years | Last **Used:** 1 month or less.

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