Riad Marwan Hakim

Choueifat- Lebanon, Kobbe St. Al-Araes Bldg. 1st Floor.

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Personal Information

Birth Date:	29th of June 1980
Gender:	Male
Nationality:	Lebanese
Marital Status:	Married

Career Objective

Possessing developed skills that have been gained through the several years of experience in the IT field, networks and infrastructures from initial conception to completion. Experience covers customer liaison, testing to successful implementation within budget, scope, timescales and process limitations. Extensive LAN, WAN, Hardware, Software experience. Working cross-functionally within a customer focused, multi-site environment, maintaining the delivery of IT services.

Professional Experience

November 2015 – Present   **IT Manager,**
Holiday Inn Beirut-Dunes (Intercontinental Hotels Group – IHG)
Beirut-Lebanon

Responsibilities

- Assisted in the planning of modifications to the existing Dunes Center & Hotel network infrastructure
- Oversee the implementation of modifications or complete overhaul of Holiday Inn & Dunes network infrastructure
- Managed, maintained & upgraded computer networks & telephone systems within the organization
- Trained recently employed staff
- System reliability & 24/7 proper operation & stability (Automation Maximum)
- Organized for & facilitated training of staff
- Hands on experience with all major hospitality software products like Opera PMS, Opera S&C, Sun, FBM, PBX, Voice Mail, Call Accounting, IP/Interactive TV.

  - **Projects Implementation**

- Renovation of IT Infrastructure to Virtual servers in the IT Data Center.
- Upgrade of Hotel Software like Opera PMS, Opera S&C, Holidex Central Reservation System by IHG, SUN Ver.6, Avaya PBX and Guest Wi-Fi with HSIA to align with IHG Brand Standards and keep all systems with the latest technology.
- Installation of new network storage for hotel for file and print sharing along with a new backup solution and antivirus system.
- Replacing of Micros 8700 to 9700 with latest software version and workstation terminals.
- Successfully negotiate with our internet provider to change the monthly plan which resulted cost saving of more than USD.6000/year.

May 2015 – November 2015   **Assistant IT Manager "IT Manager In Charge",**
                                      Karbala Rayhaan By Rotana
                                      Iraq

<u>Responsibilities:</u>

- Oversee and monitors the operations of all computer hardware; ensures the computer hardware is installed and operating properly.
- Serves as primary contact for all servicing of computer PC hardware.
- Maintains licenses for all software.
- Ensures that all systems are covered by the proper maintenance contacts.
- Maintains a sufficient inventory of computer related supplies.
- Maintains a log of all computer hardware and a log of all services calls on computer hardware.
- Manages the configuration records, programme files and data files on the computer system.
- Monitors the performance of the computer software and maintains a log of performance reports, error and Integrity check reports, system malfunctions and solutions.
- Installs and tests corporate approved programme changes to the hotel computer systems.
- Investigates and reports software problems to the vendor, or MIS Regional, Area, or Corporate Offices.
- Understands all standard and Rotana Hotels customized features and functions of the Hotel.
- Ensures hotel managers using systems are properly trained.
- Trains selected hotel staff to take on major responsibilities of Systems Manager in his absence.
- Establishes documents, tests, and communicates short term and long-term emergency procedures.
- Ensures that all computer media saves and backups are completed, documented, and stored per Rotana Hotels specifications.
- Ensures safety and security of computer room.
- Controls under the direction of the Hotel Controller, all used IDs, passwords and the most sensitive system utilities.
- Maintains technical and user documentation, system reports, and newsletters.
- Completes and distributes a monthly activities report to Corporate Vice President - Information Technology.
- Performs related duties and special projects as assigned.

October 2013- January 2015   **IT Specialist,**
                                      Chemonics Lebanon
                                      Implementing Partner of USAID`s Office of Transition
                                      Initiatives (OTI) program- Lebanon Civic Support Initiative
                                      (LCSI) – Beirut Lebanon,

Responsibilities:

- Provide IT counsel to staff
- Ensure that server and network maintenance is conducted
- Conduct analysis of hardware and software as necessary, applied/suggested upgrades
- Provide help desk support to staff
- Confirm the server backup is conducted on daily basis
- Detects and defective hardware
- Provide guidance and recommendations to improve or prevent IT problems
- Ensure availability of necessary computer hardware and parts, and general maintenance supplies (as provided by Chemonics International)
- Develop and implement data and network security strategies and policies, including data back-up and password protection as needed
- Design and implement anti-virus strategies as needed and assist staff with desktop use of anti-virus software
- Monitor network traffic and recommended necessary upgrade
- Manage permissions, and software installation
- Respond to staff service calls/requests as a first line of technical support, gathering information to solve the problems
- Perform basic network functions to include daily backups, file restoration and UPS operational checks
- Troubleshooting printing problems, and network printing
- Troubleshooting audio-visual problems
- Ensure that staff is provided with training on local applications
- Assist in developing and reviewing it equipment specifications with the grantees
- Basic maintenance and troubleshooting of OTI activity database
- Conduct IT training to NGOs as applicable
- Inspect IT products procured for grantees
- Issue and evaluate RFQ for IT products

November 2009- December 2012   IT Manager,
Coral Suites
Hamra, Lebanon

<u>**Responsibilities:**</u>

I.   Networking:

- Configuration of Domain Controller, exchange 2003/2010, ISA 2003
- Assist in the planning and implementation of additions, deletions and major modifications to the supporting regional infrastructure
- Implements network security at the regional level as established by corporate Security Director
- Oversee the administration and maintenance of the company's infrastructure, and directs more junior innovators when necessary
- Oversee the administration of the company LAN / WAN

II.   Training & Lab Maintenance

- Oversee the administration and maintenance of computer stations for company training programs and learning studios and provides additional support if necessary

III.   Internal Systems

- Implement troubleshooting, systems backup, archiving, and scanning for the viruses
- Disaster recovery and provide expert support when necessary
- Works with projects teams to help implement systems

IV.   Help Desk Administration

- Oversee all help desk activities at the regional level
- Responds to escalated help desk issues
- Oversee the administration and maintenance of out tracking software as Micros, Opera, Materials Control, & Sun System, Etc.
- Interacts with internal clients on all levels to resolve IT – related issues and provides answers in a timely manner
- Monitoring & maintaining the cameras of the hotel
- Configuring of the satellite and the channels of the hotel with a special procedure for hotel security
- Supervise all daily and weekly IT procedure in the hotel
- Implement preventive maintenance for all IT hardware and software
- Oversee on all audio visual products such as sound system, LCD projectors for the conference room

V.   Asset Management

- Builds and maintains vendor relationships and manages the purchase of hardware and software products
- Manage the purchasing of all software, hardware and other IT supplies at regional level
- Ensures that company asset are maintained responsibly

July 2009 –November 2009   **IT Manager,**
                                     Safir Huda Al-Wali
                                     Karbal, Karbala

Job Role:

My role begins from the opening there; my job was to manage and provide hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources. Providing these services in an effective and efficient manner will ensure maximum access to and implementation of technology services and resources.

Responsibilities:

- Oversee the administration and maintenance of computer stations and software for company training programs and the learning studio and provides additional support if necessary.
- Oversee troubleshooting, system backup, mail archiving, and disaster recovery and provides expert support when necessary.
- Works with projects teams to help implement internal systems.
- Oversee all helpdesk activities at the regional level.
- Responds to escalated help desk issues.
- Oversee the administration and maintenance of out tracking software.
- Interacts with internal clients "Guest" on all levels to help resolve IT-related issues and provides answers in a timely manner.
- Working and configuring Microsoft exchange 2003 & ISA server 2003.

October 2007 – June 2009: Hardware Division Manager,
                            Lebanese Computer Technology "LCT"
                            Zouk, Lebanon

Job Role:

As an IT technician I provides service such as managing the installations of operating systems including windows 98, 2000, XP, 2003 server, Vista, and windows 7; the process of importing of desktops, servers, laptops, where they are assembled in the company and the provide it to the end users and providing the service of maintenance to over 120 end users (Hotels, restaurants, private companies) based in different locations.

Responsibilities:

- Providing support of IT hardware, software and networks.
- Troubleshooting, administration and support of Windows 2003 server.
- Optimum trouble shooting and problem solving abilities developed.
- Managing the email system and ensuring the appropriate level of anti-virus protection.
- Network installations, configurations and troubleshooting.
- Implementing windows 2003 active directory structure.
- Configuring Microsoft exchange 2003 and ISA server 2003.

July 2004 – August 2006   Hardware Division Manager,
**   Partners Managerial Systems "PMS"**
**   Zouk, Lebanon**

Responsibilities:

- Providing support of IT hardware, software and networks.
- Troubleshooting, administration and support of Windows 2003 server.
- Optimum trouble shooting and problem solving abilities developed.
- Managing the email system and ensuring the appropriate level of anti-virus protection.
- Network installations, configurations and troubleshooting.
- Implementing windows 2003 active directory structure.
- Configuring Microsoft exchange 2003 and ISA server 2003.

Education

2005   New Horizons
**   Beirut, Lebanon**
Certificate MCSA

2004   American University of Culture & Education "AUCE"
**   Beirut, Lebanon**
BS Management Information System "MIS"

Languages

- Arabic (Spoken & Written): Mother tongue
- English (Spoken& Written): Fluent

Technical Skills

- Windows Server 2003, 2008, 2012
- Active Directory
- Microsoft Exchange 2003, 2011, 2013
- Microsoft Office 2003,2007,2010,2013, 2016
- ISA Server 2003,2008
- Microsoft Lync 2013 "Implementation"
- VMWARE
- Hyper V
- Backup Exec 2010, 2015
- Kaspersky Administrative Antivirus

Extracurricular activities

- Scouts member in the Lebanese Scouts Association since 1994, as assistant group leader till 2010.
- Leadership training, group fundamentals and management

Reference

Name	Job Title	Phone Number	Email Address
Brenda Barrett	Chief Of Party	+12022187928	bpbarrett@gmail.com
Noah Flessel	Operation Manager	+15104106837	nflessel@chemonics.com
Nahi Haddad	General Manager	+9613264151	lct@dm.net.lb