IT PROFESSIONAL

KUWAIT +965 66729010 C EGYPT +2 011 5636 2026 C Ahmed.Hafni@outlook.com C https://www.linkedin.com/in/ahmad-hafni-3a5bab77 C



EDUCATION

Bachelor of commerce Ain Shams University

2006

SKILLS

PROFESSIONAL

Time management

Team management

Communication

Creativity

Leadership

Quick learner

Problem solving

PROFILE

I am an IT professional with 10+ years of experience with a focus on Business Operations Management, and IT Career, Microsoft Products Solutions, Cloud Technologies

EXPERIENCE- KUWAIT

IT PROJECT MANAGER

American University of the Middle East | 2023-Present

IT Project Manager Responsibilities:

- Team Leadership: Lead cross-functional teams to foster collaboration and effective stakeholder communication.
- Stakeholder Communication: Engage with stakeholders to define project requirements and provide regular updates.
- Risk Management: Identify and mitigate project risks to prevent delays and control budget.
- Resource Allocation: Manage personnel, technology, and budgets to maximize project productivity and outcomes.
- Quality Control: Implement quality assurance protocols to ensure high standards and functionality of deliverables.
- Process Optimization: Continuously enhance project management processes for greater efficiency.
- Documentation and Reporting: Produce detailed reports and documentation to monitor project progress and results.

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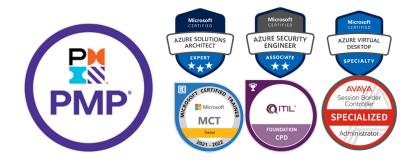
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EXPERIENCE- KUWAIT

SYSTEM ADMINISTRATOR

American University of the Middle East | 2020-Present

- On-premises Administrator Responsibilities:
- Monitor performance and maintain systems according to requirements (Exchange- Educational System -Backup Veeam - ManageEngine Microsoft Services,)
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Build an internal wiki with technical documentation, manuals and IT policies
- Requirements and skills
- DC and DR Windows Clustering Services



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EDUCATION

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SKILLS

PROFESSIONAL

Cloud Technology (AZURE,

AWS)

Microsoft Services (0365 -

Dynamics -SharePoint,)

Storage Technology (EMC-

NETAPP- HP3PAR,...)

Web Technology

(WordPress- Joomla -DNN)

Leadership (ITIL, PMP)

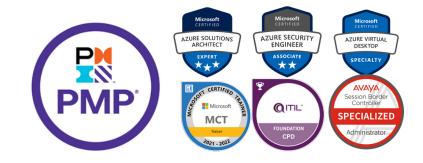
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New Horizons | 2019- 2020

SENIOR SYSTEM ENGINEER

- Manage information technology and computer systems.
- Recruit and manage IT professionals by paying thorough attention to their training, evaluation, and appraisals.
- Develop information technology strategies and services in line with the organization's overall strategy and objectives.
- Formulate streamlined procedures to implement a robust IT system after evaluating the existing company parameters.
- Protect and backup vital information of the company using digital management tools and servers.
- Proactively manage and maintain server, network, and firewall systems
- Develop and implement project plans, risk assessments, and contingency plans
- Maintain inventory and asset configuration documentation
- Assist with hardware, firewall, telecom, and software vendor evaluation, recommendation and



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SYSTEM ENGINEER

Expression Institute | 2013-2019

- Provide after-hours support for Infrastructure related emergencies as well as occasional weekend
- maintenance
- Proactively manage and maintain server, network, and firewall systems
- Develop and implement project plans, risk assessments, and contingency plans
- Maintain inventory and asset configuration documentation
- Assist with hardware, firewall, telecom, and software vendor evaluation, recommendation and
- Managing and monitoring all installed systems and infrastructure
- Installing, configuring, testing and maintaining operating systems, application software and system management tools
- Ensuring the highest levels of systems and infrastructure availability

