



## Communication

- +97156 723 4566 UAE
- +974 600 34561 QATAR
- +20 111 117 8283 EGYPT

Moataz.ahmed42@gmail.com  
Moataz.ahmed42@yahoo.com

reallygreatsite.com

## PERSONAL DATA

- Date of birth : 06/25/1985
- Nationality : Egyptian
- Driving : UAE/Canada
- Holder of Seaman Book
- Holder of UAE Golden Visa: Long-term Resident Visa
- Holder of USA VISA
- Holder of UAE Teaching Profession License: Teaching License

## COURSES

- MCSA
- CCNA
- ICDL
- (MCP) 2016
- SQL Java C#
- Email Security
- ISO 9001:2008
- Teaching License
- Desktop Security
- English Language
- Password Security
- Comp TIA A+ 2016
- Introduction to Law
- Peachtree Accounting System
- Microsoft Certified Professional

# MOATAZ AHMED

## Senior IT Analyst Senior Document controller

### Profile

I seek to join an organization that values innovation and commitment in computer engineering. With extensive experience, I am focused on contributing to the advancement of technological systems that align with the company's vision, mission, and objectives. Driven by excellence and a passion for continuous learning, I have a strong track record in infrastructure management, delivering IT solutions, and leading teams. Skilled in collaborating with cross-functional teams, I excel at executing strategic IT initiatives, providing 24/7 operational support, ensuring regulatory compliance, and optimizing IT infrastructure for maximum efficiency. Additionally, I have held significant roles in Business Administration, further enhancing my ability to support organizational goals.

### EDUCATION

- Bachelor's degree in computer science** | Cairo University, **Egypt** | Graduated with honors (**Very Good**)
- General **Secondary School** Certificate | **Scientific Stream** | Delma Secondary School, **United Arab Emirates**

### EXPERIENCE

- SENIOR IT ANALYST - EUS (SERVICE MANAGEMENT)**  
Petrofac LLC Oil & Gas - Emirates  
Mar 2023 – Present
- Data-archives manager**  
P&O Maritime Logistics - Emirates  
Des 2021 – Jan 2023
- SENIOR TECHNICAL SUPPORT ENGINEER**  
Abu Dhabi Judicial - Emirates  
May 2010 - Nov 2021
- SENIOR INFRASTRUCTURE ANALYST**  
Injazat-Core42-Mubadala –Emirates  
Sep 2007 -Jun 2010
- Document Controller**  
Consolidated Contractors International Company – Emirates  
Dec 2005 - Aug 2007

## TRAINING

- UPS
- CCTV
- Right Fax
- IPCamera
- HP CM8060
- HSE Induction
- Cisco IP Phone
- Active Directory
- Citrix Application
- Video Conference
- Dell Power Server
- Cisco Access Point
- E-Marketing Specialist
- POS Payment System
- Public Address System
- Time Attendance & Access
- e-Dirham Payment System
- Brilliant ERP System – HR
- Queue Management System
- Presentation Server Console

## ACHIEVEMENTS

- 3DS Company
- Al Waha TV Channel Western Region Municipality
- Shooting Club - Armed Forces
- Judicial Department - Abu Dhabi
- Public Prosecution - Abu Dhabi
- Four Seasons Resort - Boulevard
- Al Mersal Computer Company
- Ample Information Technologies
- Tasaheel - Al Dafrah - Abu Dhabi
- Awarded the Rise & Innovate Certificate
- by AD Judicial Court
- Center of Integrated Government Services - TAMM, Al Dafrah – Al Mirfaa – Dalma Island
- Higher Colleges of Technology, Al Dhafra
- Higher Judicial Institute, Abu Dhabi
- Al Dhafra Festival Activities - Camel Parade
- Injazat Data Systems - Core42,Mubadala
- Petrofac Emirates LLC / ADNOC Onshore

## LANGUAGES

Arabic: Native

English: Fluent

French: Intermediate level

## PROJECTS

**Project Name:** TASAHEL

**Project Location:** Abu Dhabi - Al Dhafra, United Arab Emirates

**Job Title:** Information Technology Consultant

**Project Name:** Al Dhafra Municipalities

**Project Location:** Liwa - Al Marfa - Ghayathi - Al Sila, United Arab Emirates

**Job Title:** Information Technology Consultant

**Project Name:** Integrated Government Services Center – TAMM

**Project Location:** Abu Dhabi - Al Dhafra City, United Arab Emirates

**Job Title:** Project Manager

**Project Name:** DIS - Petrofac

**Project Location:** Qusahwira, United Arab Emirates

**Job Title:** Senior IT Analyst

## FUNCTIONAL TASKS

- **Participate in IT Projects and Initiatives:** Ensure projects align with organizational goals and contribute effectively.
- **Generate and Maintain Technical Documentation:** Create and update comprehensive documentation for IT systems and processes.
- **Manage and Maintain User Accounts and Permissions:** Oversee user accounts and access controls to ensure system security.
- **Escalate Complex Issues:** Refer complicated problems to senior engineers or experts when necessary.
- **Monitor System Performance:** Track and address performance issues proactively.
- **Troubleshoot and Resolve IT Issues:** Diagnose and fix hardware, software, and network problems.
- **Install and Maintain IT Infrastructure:** Set up and manage hardware, software, and network systems.
- **Prepared the operation manual** for the HOB Head Quarter and Operation.
- **Prepare a schedule for the ducts** to determine what was installed and not with keeping an accurate registry for the fabrication shop and the client to compare daily.
- **Prepared and issued a document control** procedure to be implemented in all their operating projects.
- **Analyzing information and organizing plans** that are suitable to the company and the client.

## Skills

- Customer Service Excellence
- Sales Techniques
- Team Leadership
- Inventory Management
- Operational Efficiency
- Technical Documentation
- IT Infrastructure Management
- Problem-Solving
- Sales Adaptability
- Time Management
- Attention to Detail
- Critical Thinking
- Emotional Intelligence
- Project Management
- Communication Skills