

Muhammad Akef

IT Director

Nationality

Egyptian

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Email Address

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Location

Riyadh, Saudi Arabia

Professional Profile

A results-driven and forward-thinking IT Director with extensive experience in managing and optimizing IT infrastructures within the education sector. Proven ability to develop and implement strategic technology solutions that align with business objectives, enhance operational efficiency, and drive digital transformation. Adept at leading cross-functional teams, managing cloud-based environments (Microsoft Azure), and ensuring the security and compliance of IT systems. Possesses strong expertise in IT governance, vendor management, and budgeting to support large-scale educational operations. Committed to leveraging emerging technologies to foster innovation and achieve organizational goals.

Key Achievements

- Led the successful migration of core business systems to Microsoft Azure, enhancing system availability and reducing operational costs by 30%.
- Optimized IT infrastructure across multiple school branches, improving network efficiency and reducing downtime by 40%.
- Spearheaded the implementation of a comprehensive cybersecurity strategy, resulting in zero major security incidents over the past three years.
- Successfully managed a team of IT professionals, achieving a 98% resolution rate for technical support requests within SLAs.
- Standardized IT processes and policies across all educational institutions, ensuring compliance with industry best practices and regulatory requirements.
- Introduced an automated reporting system that improved data accuracy and provided real-time insights to executive management.
- Negotiated contracts with technology vendors, achieving a 20% cost reduction while enhancing service quality.

Certifications

- Extensive hands-on experience in IT management, cloud computing, and cybersecurity strategies.
- Self-taught expertise in DevOps methodologies and modern IT frameworks.
- Ongoing learning in advanced cloud technologies, including Microsoft Azure.
- Proficient in Data Analysis and Business Intelligence, specializing in Power BI.
- Strong knowledge of data visualization, ETL processes, and transforming complex data into actionable insights.
- Practical experience in implementing data-driven decision-making strategies to support business goals.
- Regular participation in industry webinars and workshops to stay updated with the latest technology trends.

Education

Bachelor's Degree, Helwan University, Egypt – 2001

Professional Experience

IT Director

Ajialuna Educational Company

January 2014 – Present

- Led the strategic development and optimization of IT infrastructure across multiple campuses, improving operational efficiency by 30%.
- Managed the successful migration of core systems to Microsoft Azure, enhancing system availability and reducing downtime.
- Implemented data-driven decision-making processes by leveraging Power BI, leading to a 20% increase in operational insights.
- Developed and executed IT governance policies to ensure compliance with regulatory standards and improve cybersecurity resilience.
- Oversaw the integration of digital transformation initiatives, aligning technology solutions with business goals to support the company's growth.
- Collaborated with cross-functional teams to improve the overall IT service delivery and user experience.
- Designed and deployed automation strategies to enhance productivity and reduce manual workload by 40%.

E-Learning & IT Manager

Ajialuna Educational Company

January 2008– 2014

- Managed the implementation and enhancement of e-learning platforms to support the institution's digital transformation strategy.
- Spearheaded initiatives to improve the accessibility and usability of online learning solutions.
- Collaborated with academic departments to integrate technology-driven teaching methodologies.
- Oversaw the technical support team, ensuring high availability and optimal performance of e-learning systems.

IT Consultant (Part-time)

Various Educational Institutions

January 2018 – Present

- Provided technical consulting and IT infrastructure recommendations to enhance operational efficiency in educational institutions.
- Delivered workshops and training sessions on IT best practices, cloud solutions, and business intelligence tools.
- Assisted institutions in developing strategic IT roadmaps to align with their long-term goals and digital transformation initiatives.
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Additional Skills

- Leadership in IT Projects: Proven ability to lead IT teams and cross-functional stakeholders, ensuring the successful delivery of technology-driven initiatives within budget and timelines.
- Cross-Functional Collaboration: Expertise in working with various departments, including academic, administrative, and financial teams, to align IT strategies with business goals.
- Data-Driven Decision Making: Proficient in analyzing complex datasets and generating actionable insights using Power BI, enabling informed business strategies and process optimizations.
- Cybersecurity Awareness: Strong understanding of cybersecurity best practices and regulatory compliance to safeguard organizational data and infrastructure.

- **Cloud Computing Expertise:** Hands-on experience in cloud platforms, particularly Microsoft Azure, with a focus on deployment, migration, and performance optimization.
- **Process Automation:** Skilled in implementing automation solutions to enhance operational efficiency and reduce manual workload.
- **Problem-Solving & Critical Thinking:** Demonstrated ability to troubleshoot technical challenges and provide innovative solutions to support business continuity.
- **Effective Communication:** Strong verbal and written communication skills, facilitating clear technical documentation and collaboration with stakeholders.
- **Adaptability and Resilience:** Ability to thrive in dynamic environments, handling multiple projects and adapting to rapidly changing technology landscapes.