

Zaher Subhi Asaad EL-Gamala



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Career Objective

Looking for a high level of professionalism, passionate about working effectively within a changing environment where I can modify my behavioral styles and approaches in order to achieve results.

Personal Information

Birthday : 13th of March 1974
Birthplace : Kuwait
Nationality : Palestine
Religion : Muslim
Marital Status : Married

Spoken Languages

Arabic : Native Language
English : Reading, writing, speaking and listening (Advanced)

Education



Bachelor of Computer Science - October 2001

Bahrathiar University

General Grade: Second Class



Certifications

	Course Name	Date of Completion
	Cisco – CCNA - New Horizons	Mar-2004
	SQL Server 2000 Database - HumanSoft Computer	Jan-2005

Career Experience



- **IT Manager**
Dar Alsalam Takaful Insurance Company

Period: From 09-Jun-2019 onwards.

Duties & Responsibilities

Manage information technology and computer systems. Plan, organize, control and evaluate IT and electronic data operations. Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance. Design, develop, implement and coordinate systems, policies and procedures. Ensure security of data, network access and backup systems. Act in alignment with user needs and system functionality to contribute to organizational policy. Identify problematic areas and implement strategic solutions in time. Audit systems and assess their outcomes. Preserve assets, information security and control structures. Handle annual budget and ensure cost effectiveness.



- **IT System Administrator**
Ain Takaful Insurance Company

Period: 24-Sep-2006 until 17-Jun-2019

Duties & Responsibilities

Range from IT Infrastructure administration (Networks, Switch's, Firewalls, Routers, PCs, Printers, Servers equipment, Fax Server, Call Manager, Domain, Exchange Server and RightFax) to business application administration and support.



- **System Analyst**
National Takaful Insurance Company

Period: 15-May-2005 until 22-Sep-2006

Duties & Responsibilities

Analyze existing business operations and existing information systems (computerized or not). Study trends in technology. Study trends in business and

be aware of competitors' exploitation of technology. Propose alternative solutions to business problems and select preferred solution. Justify selection. Recommend technology products (hardware and software) for purchase. Design new systems including process flow, user interface, reports, and security procedures. Prepare training material for users of new system. Supervise implementation of new system.



- **Computer Operator**
Wethaq Takaful Insurance Company
Period: 07-May-2001 until 14-May-2005
Duties & Responsibilities

range from IT Infrastructure administration (Networks, PCs, printers, Servers equipment) to business application administration and support. In charge of a network comprises of 60 PC's, 11 Print Servers, 27 Printers, Hubs, DSL, Routers, UPS, Sun Solaris Unix Servers (2), Win 2000 Servers, Firewalls and access servers (routers). My responsibility as an infrastructure administrator was to install, configure, troubleshoot and maintain H/W, S/W and network components that relate to this IT infrastructure. Implementing networks using TCP/IP, creation and administering machines and users using Group policy objects, monitoring , optimizing and troubleshooting Active Directory, maintaining backups of system state data and recovering using recovery tools, installing, administering and troubleshooting printers, planning, configuring and optimizing DNS, DHCP, VPN and administering internet information server in windows environment, administering mail recipients and storage in exchange and designing servers for backup and restore. My other responsibility as an application administration and support put me in charge of running the periodical functions of our insurance and financial of our insurance and financial applications (daily, weekly ...yearly) in addition to the end user support of the application. I was the first level supports of the insurance and financial application for all the U/W, claims, RI and finance users.

Tech. Experience

- Excellent command on Windows OS.
- Excellent command on MS Office Package.
- Excellent command on internet platforms and websites.

Personal Skills

- Flexibility to adapt the changing work environments.
- Ability to work under pressure and in terms of deadlines.
- Ability to build constructive social relationships with workplace peers and clients.