

AHMED HASSAN MAHGOUB MIRGHANI

IT Manager | IT Operations | Infrastructure | Systems Administration

Riyadh, Saudi Arabia | Mobile: 0532116408 | Email: aahmed_32@yahoo.com | Transferable Iqama

PROFESSIONAL SUMMARY

IT Supervisor and IT Operations professional with 6 years hands-on leadership across infrastructure, end-user support, enterprise systems, cybersecurity controls, vendor management, annual IT budgeting, and technical policy development. Currently supporting approximately 15 internal and external projects, 800 employees, 1,000 end-user computers, and 5-7 branches while leading IT team. Directly administers Google Workspace, Microsoft 365, Kaspersky, FortiGate, Snipe-IT, Veeam Backup, CAFM, BioTime attendance, internal networks, branch networks, and VPN environments. Strong fit for IT Manager roles requiring operational ownership, practical technical depth, cost control, policy execution, and business-aligned service delivery.

LEADERSHIP IMPACT

- Manage IT operations across approximately 15 internal and external projects supporting around 800 employees, 1,000 end-user computers, and 5-7 branches.
- Lead and coordinate IT team covering helpdesk, end-user support, systems administration, infrastructure support, and incident resolution.
- Own vendor coordination, quotation review, price and service negotiation, and annual IT budget preparation based on business needs and active services.
- Prepare monthly and periodic management reports covering IT operations, support activity, systems, assets, risks, requirements, and service follow-up.
- Develop and maintain IT policies and procedures, including asset handover/return, employee access permissions, and senior management approval workflows.

CORE COMPETENCIES

Management: IT Operations Management, IT Team Leadership, Vendor Management, Annual IT Budgeting, IT Governance, Policy Development, SLA Follow-up, Management Reporting, IT Documentation, Stakeholder Coordination

Infrastructure: Windows Server, Network Infrastructure, Branch Networks, VPN, Firewalls, FortiGate, Virtualization, Backup and Disaster Recovery, Veeam Backup, Endpoint Protection, Kaspersky

Enterprise Systems: Google Workspace, Microsoft 365, Snipe-IT Asset Management, CAFM Administration, BioTime Attendance System, ERP Support, ORION ERP, LMS, SIS, CCTV Systems

Support Operations: Helpdesk Management, Desktop Support, Hardware and Software Troubleshooting, User Access Management, Asset Handover, Technical Support, User Training

PROFESSIONAL EXPERIENCE

IT Supervisor | Meem Facility Management | Saudi Arabia | Apr 2023 - Present

- Manage daily IT operations for approximately 15 internal and external projects, supporting around 800 employees, 1,000 end-user computers, and 5-7 branches.
- Lead IT team responsible for technical support, endpoint services, systems administration, network support, and user issue resolution.
- Administer Google Workspace, Microsoft 365, Kaspersky, FortiGate, Snipe-IT, Veeam Backup, CAFM, and BioTime attendance systems to maintain reliable business operations.
- Manage internal network infrastructure, branch networks, and VPN requirements, including setup, configuration, readiness, and ongoing support.
- Prepare annual IT budgets based on active services, licensing needs, infrastructure requirements, and business priorities.
- Handle vendor communication, review quotations, negotiate prices and services, and coordinate procurement requirements for IT services and equipment.
- Create, define, and update IT policies and procedures covering IT asset handover/return, access permissions, employee onboarding requirements, and operational controls.
- Coordinate policy and procedure approvals with senior management to ensure IT controls are formally aligned with company operations.
- Prepare monthly and periodic IT reports for management covering support operations, systems, assets, service needs, incidents, and improvement actions.
- Maintain, configure, and support computer systems, network servers, virtualization environments, backup operations, and data protection processes.
- Troubleshoot hardware, software, server, and network issues by diagnosing root causes, documenting resolutions, prioritizing incidents, and reducing business disruption.
- Support security operations through endpoint protection, firewall administration, access control, backup governance, and user permission management.

- Prepare technical documentation, specifications, and operational records for infrastructure upgrades, system changes, and IT service planning.

IT Assistant | ORION System Support & Web Developer | Eastern Coast Group | Saudi Arabia | Mar 2022 - Sep 2022

- Administered ORION ERP, including user management, group management, reporting, and system support.
- Analyzed business process requirements and coordinated new functions and reports within the ORION system.
- Created ERP reports and maintained technical documentation to support operational and management needs.
- Developed and improved company website pages using HTML and CSS and integrated data from back-end services and databases.
- Gathered and refined technical specifications and user requirements to support system and website improvements.

Software Developer | Teacher Assistant | University of Khartoum | Sudan | Oct 2020 - Jun 2022

- Designed, implemented, tested, maintained, and improved university software programs and internal systems.
- Supported and trained users on university systems while collaborating with developers, UX designers, business analysts, and systems analysts.
- Delivered practical computer lessons, managed lab activities, monitored student progress, and maintained lab hardware and software updates.

IT Assistant | Arab Open University - Sudan Branch | Sudan | Sep 2020 - Dec 2020

- Installed and configured computer hardware, software, network devices, printers, scanners, video conference systems, and CCTV systems.
- Troubleshoot hardware, software, network, LMS, and Online Student Services System issues while documenting repairs and installations.

Website Administrator | Technical Project Coordinator Assistant | UT3COM for Computer & Communications Co. Ltd | Sudan | 2019 - Mar 2022

- Created, managed, and maintained company websites, e-commerce pages, user interfaces, website content, and digital analytics integrations.
- Supported technical managers with work plans, timelines, project documentation, presentations, client communication, and project cost/forecast review.

IT Officer | Stroke & Vascular Centre | Sudan | 2018 - 2020

- Installed, configured, supported, and maintained computer hardware, software, systems, networks, printers, scanners, user accounts, and IT equipment.
- Supported medical imaging archive operations for CT and MRI files and maintained website content, social media pages, and advertising materials.

EDUCATION

Bachelor's Degree in Information Technology | University of Science & Technology - Sudan | College of Computer Science & Information Technology | 2016

PG Diploma Degree in Information Technology | University of Khartoum - Sudan | Faculty of Mathematical and Informatics Sciences | 2021

TRAINING & COURSES

Android Applications Development | Integrated Network Engineer | CCNA | V2 | MCITP 2008 | Exchange Server | Network+ | IPv6 | TMG | Telecom (GSM, NGH, DSL) | Linux | A+ | PMP Workshop | PM | Website Development

TECHNICAL TOOLS

Google Workspace, Microsoft 365, Kaspersky, FortiGate, Snipe-IT, Veeam Backup, CAFM, BioTime, ORION ERP, Windows Server, Linux/Unix, VMware, VirtualBox, Oracle, MySQL, Microsoft SQL Server, WordPress, HTML, CSS, PHP, XML, JavaScript, Java, Visual Basic .NET, Android Studio, Eclipse.

LANGUAGES

Arabic: Speaking and writing | English: Speaking and writing