

Nahawi Ibrahim Hasan Al Nahawi

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Golden Visa Holder valid for 10 years

Jordanian

Bilingual (English & Arabic)

ITIL and Scrum master certified

I am an experienced IT professional with over 18 years of expertise in systems, security, and network administration. Skilled in ITIL process design and practices, ensuring streamlined operations and efficient service delivery. Possessing a broad understanding of hardware, software, and networking technologies, I excel in analysis, implementation, and support. With proven experience as a Service Delivery Manager, I have successfully managed diverse teams and projects, ensuring client satisfaction and organizational success. My track record includes proficient hardware evaluation and effective project management, demonstrating a commitment to excellence and continuous improvement in the IT domain.

- **Account Manager & EMEA Technical Lead – Financial Systems and Regulatory Platforms, EMEA region, K2 integrity company, United State of America, from to Augst 2024 to present.**

Responsibilities

- Managed a high-impact strategic account with the Central Bank of Iraq, coordinating engagement across a network of 50+ financial institutions and stakeholders.
- Acted as the primary interface between client executives, banking institutions, and internal teams, ensuring alignment on objectives, timelines, and deliverables.
- Led the end-to-end lifecycle of a centralized financial platform covering KYC (Know Your Customer), AML (Anti-Money Laundering), payments processing, and regulatory compliance.
- Translated complex business and regulatory requirements into functional and technical specifications, ensuring scalable and compliant system design.
- Directed and managed a cross-functional technical team across the EMEA region, including developers, consultants, and implementation specialists, driving delivery performance and quality assurance.
- Oversaw platform implementation and customization, including hands-on contributions in Salesforce configuration, workflow design, and process automation.
- Established governance frameworks, including regular reporting, risk tracking, and performance monitoring, to ensure transparency and accountability across all stakeholders.
- Delivered executive-level presentations, reports, and dashboards, providing insights into project progress, risks, and strategic initiatives.
- Conducted training programs, workshops, and knowledge transfer sessions for client teams

and banking institutions to support system adoption and operational excellence.

- Facilitated senior stakeholder meetings and steering committees, ensuring clear communication, decision-making, and alignment with regulatory requirements.
 - Strengthened client relationships by proactively addressing challenges, managing expectations, and identifying opportunities for continuous improvement and service enhancement.
 - Supported compliance and regulatory alignment, ensuring all implemented solutions adhered to financial industry standards and regional regulations.
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- **Senior ITSM manager “Incident and Problem manager Team Lead”, Department of Government and Enablement Project “TAMM” - Abu Dhabi, From October 2020 to August 2024**

Responsibilities

Service Delivery manager “Incident and Problem Team Lead”

- Managed the full lifecycle of the ServiceNow onboarding project, from BRD creation to delivery, ensuring alignment with business goals and stakeholder expectations.
- Implemented and customized ITIL modules including Incident, Problem, Release, and Knowledge Management.
- Led and mentored a team of 32 Incident and Problem Managers within the TAMM project, supporting over 4 million users, while fostering a culture of collaboration, innovation, and continuous improvement.
- Developed and maintained project plans, timelines, and resource allocations to ensure successful delivery.
- Facilitated planning sessions, stakeholder workshops, and retrospectives to drive alignment and continuous improvement.
- Delivered status updates and executive-level reports on project progress, risks, and dependencies.
- Oversaw change management and communication plans to support smooth transitions and user adoption.
- Led training programs for ServiceNow users and support teams to ensure operational readiness.
- Created and maintained dashboards and KPIs to monitor service performance and identify areas for improvement.
- Defined and tracked key performance indicators (KPIs) related to IT security and compliance.
- Prepared regular reports on the status of IT security and compliance initiatives.
- Streamlined and optimized IT compliance tracking processes, implementing automated solutions to enhance efficiency and accuracy.
- Ensured timely and accurate reporting on compliance status.
- Enforced adherence to cybersecurity standards and regulations (e.g., ISO 27001, NIST Cybersecurity Framework).

- Conducted regular audits and assessments to identify and mitigate risks.
- Ensured audit readiness and compliance with internal policies and industry standards.
- Managed and maintained IT compliance management tools (e.g., platforms), ensuring data integrity and customization to meet business needs.
- Championed governance frameworks and best practices for ITSM and project delivery.
- Supported vendor management and ensured third-party compliance with SLAs and performance benchmarks.
- Monitored IT systems and security controls for deviations or anomalies.
- Escalated critical security incidents and conducted root cause analysis with corrective actions.
- Actively contributed to process improvement initiatives, enhancing efficiency and service quality.
- Developed and delivered cybersecurity awareness training programs to employees.
- Provided ongoing support and guidance on cybersecurity best practices.
- Ensured adherence to all relevant IT policies and standards within the organization.
- Conduct regular reviews of IT policies and procedures to ensure they are up-to-date and effective.
- Identified and implemented enhancements to IT security controls and compliance processes.
- Oversaw CRM integration to support seamless service delivery and stakeholder engagement across TAMM platform entities.
- Facilitated regular meetings with senior management and entity representatives to align service expectations, resolve issues, and drive strategic collaboration.
- Maintained strong relationships with government and private entities onboarded via TAMM, ensuring continuous service improvement and operational alignment.
- Coordinated cross-functional efforts to ensure smooth onboarding, integration, and lifecycle management of services within TAMM.
- Monitored service performance and user feedback to identify enhancement opportunities and ensure stakeholder satisfaction.
- Acted as a liaison between technical teams and business units to translate requirements into actionable solutions and maintain service continuity.

➤ **Senior Network and Service Management, BDP International, GCC and Europe regions, Feb 2019 to October 2020**

Responsibilities:

- Led a multi-national team of lower-level managers or a local/multi-country team of IT Specialists, providing appropriate and efficient IT Solutions/IT Services to a defined geographic area/Region, eventually managing hosted IT resources, and supporting global IT projects in respect of Hub/regional implementation.
- **Manage a ticketing system “Service now”.**
- Together with the Hubs, we implemented the global standard IT operating model, overseeing Service and Project Delivery, and ensuring that the business voice was an integral part of the

- PG IT operating model.
- Accountable for development and management of an organizational entity for delivering IT services, solutions, and activities in the Hub region.
 - Accountable for end-to-end IT service delivery, including onsite services and IT/OT Cybersecurity operational management at the sites.
 - Aggregated demands for new and improved IT Infrastructure services required by the business and ensured overall business satisfaction with existing Infrastructure services.
 - Collaborated with the Business Unit IT Management, IT stakeholders, and 3rd Party IS Suppliers across Hubs.
 - Prioritized tasks and responsibilities to manage regional and local requirements and escalations seamlessly according to the global targets and strategy. Ensured Vision and Mission alignment of the operational tactic.
 - Led and worked with distributed teams and processes, driving them towards high levels of operational excellence.
 - Worked with local knowledge of countries, regulations, and able to bridge the gap or escalate when needed.
 - Responsible for compliance of IT services to local law, Local license compliance & local IT controls compliance. Responsible for the local IT budget in the country.
 - Ensured (with HR support) that the area of responsibility was properly organized, staffed, skilled, and directed.
 - Guided, motivated, and developed direct and indirect subordinates within HR policies, for the benefit of both the company and the employee.
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➤ **Service Management and Network Operation Team Lead, Hewlett Packard Enterprise (HP), GCC Region, Jan 2017 to Jan 2019, Halina International Company.**

Responsibilities:

- Manage multiple monitoring tools (OMI, Site Scope, Cloud optimizer, UCMDB).
- Monitor network devices via NNMI tool and perform initial investigations.
- Configure FW (Fortinet) and LB (Citrix NetScaler) rules, and adjust router and switch configurations based on business needs.
- Analyze security events using Splunk and take necessary actions on network devices.
- Identify and resolve any problems arising with computer networks and systems, consulting with clients to specify system requirements and design monitoring solutions.
- Manage and monitor Exchange and DHCP servers, performing daily tasks such as user and mail management, as well as OU administration.
- Possess advanced knowledge of VMware version 6 and Hyper-V products, including creation, management, monitoring, and troubleshooting.
- **Manage the service management tool (HPSM, ServiceNow) and perform system upgrades, including user and group permissions, categorizations, and SLA management related to Incident, Change, and Request Management.**
- Maintain inventory and asset configuration documentation.
- Generate daily, weekly, and monthly reports, and conduct service management presentations and workshops to improve process and procedure.

- Administer and design LANs, WANs, internet/intranet, and voice networks.
 - Troubleshoot and maintain current network installations.
 - Lead the design of a project to develop a rapid software prototyping system using Case tools and Object-Oriented Design methods.
 - Troubleshoot patch and backup issues, analyze and isolate network events, and escalate when necessary.
 - Install, support, and maintain servers, desktop computers, printers, and network-attached systems.
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➤ **Senior Network Operation Center Engineer, Department of Government and Enablement Project, Abu Dhabi -UAE October 2015 to Jan 2017**

Responsibilities:

- Manage and monitor applicable Network Operations Center (NOC) using various network management tools (NNMI) and respond to system and network alerts as necessary.
 - Provide management, support, and security at the network level for more than 83 government entities.
 - Manage, support, and secure network services for over 20 government-shared services.
 - Monitor, research, manage, assess, and analyze intrusion detection and prevention tools, including anomaly detection systems, firewalls, antivirus systems, and Proxy devices (such as ArcSight, Arbor Peak Flow, SourceFire, Palo Alto Networks, etc.).
 - Create and maintain operational reports for KPIs based on weekly/monthly metrics.
 - Provide support to government entities in Abu Dhabi by adhering to ITIL standards.
 - Handle day-to-day technical problems related to network changes, routing, etc., for Core Routine maintenance of NEs (Network Elements), such as NE-80 series routers, and execute upgrades in case of any product concerns.
 - Provide support for CISCO 7609, Nexus Switches, Juniper NetScreen Firewall, and ASA Load Balancer.
 - Maintain Access Authorization Lists for personnel granted access to classified information to ensure security measures and minimize risks of security breaches.
 - Troubleshoot using ArcSight Logger, IPS (Intrusion Prevention System), and OPNET monitoring.
 - Monitor all network-related events and network performance across a variety of performance metrics.
 - Troubleshoot Tier 1–2 issues, including Active Directory, Exchange, and DNS related issues.
 - Responsible for performing incident handling and forensic investigation on internal incidents.
 - Provide consulting advice and technical support to various users regarding specific operational or applications issues.
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➤ **Senior IT Technical Support Engineer, Cairo Amman Bank, Ramallah, May 2014 to Oct 2015**

Responsibilities:

- Configure and install routers and switches in multiple branches and ATMs for Cairo Amman Bank.
- Install and configure Cisco core switches, defining multiple VLANs for each floor with their routing, and configure high availability between core switches to ensure redundancy.
- Install new modules on core switches to increase the number of interfaces.

- Configure encryption on routers using IPSEC.
- Manage CCTV and door access control systems in data centers, disaster recovery sites, ATMs, and branches.
- Configure port security on all HQ and branch switches to prevent unauthorized data access.
- Configure VPN concentrators to provide secure VPN access for IT personnel.
- Configure and install ACS servers to enhance security through authentication.
- Replace IOS for all switches in branches and HQ with secure IOS versions and ensure they are up to date.
- Maintain network performance optimization and internet traffic management, and prepare network plans.
- Configure routes using static and dynamic routing protocols (EIGRP, RIPv2).
- Design, implement, and troubleshoot network issues.
- Perform disaster recovery procedures for main routers and core switches.
- Configure and manage NETFLOW for network monitoring systems.
- Diagnose hardware and software problems and replace defective components.
- Maintain, monitor, and analyze system components, providing recommendations for computer system performance enhancement.
- Participate as a project team member in planning, testing, and implementing Windows software and hardware in an Active Directory environment.
- Manage and monitor all Microsoft applications (Exchange Server, DNS & DHCP, etc.).
- Create, manage, and implement AD security policies.
- Utilize tools to monitor the performance of Microsoft servers and monitor the health of the Active Directory environment.
- Possess advanced knowledge of VMware version 5.5 and Hyper-V products, including creation, management, and monitoring.

➤ **IT Technical support engineer \ Business analyst, Media Tech Company, Ramallah ,Jan 2012 to May 2015**

Responsibilities:

- Determine operational objectives by studying business functions, gathering information, evaluating output requirements, and formats.
- Construct workflow charts and diagrams by studying system capabilities and writing specifications.
- Improve systems by studying current practices and designing modifications.
- Recommend controls by identifying problems and writing improved procedures.
- Define project requirements by identifying project milestones, phases, and elements, forming project teams, and establishing project budgets.
- Monitor project progress by tracking activity, resolving problems, publishing progress reports, and recommending actions.
- Maintain user confidence and protect operations by keeping information confidential.
- Prepare technical reports by collecting, analyzing, and summarizing information and trends.

- Contribute to team efforts by accomplishing related results as needed.
- Validate resource requirements and develop cost estimate models.
- Conduct and coordinate financial, product, market, operational, and related research to support strategic and business planning within various departments and programs of the client group.
- Interpret, evaluate, and interrelate research data and develop integrated business analyses and projections for incorporation into strategic decision-making.
- Plan and coordinate the development of primary and secondary market research studies in support of strategic planning and specific marketing initiatives, as required, and present findings of studies to client committees.
- Perform daily, weekly, and monthly reviews and analyses of current processes using operational metrics and reports.
- Review various areas including operations, purchasing, inventory, distribution, and facilities.
- Understand and communicate the financial and operational impact of any changes.
- Suggest changes to senior management using analytics to support your recommendations.
- Actively participate in the implementation of approved changes.
- Create informative, actionable, and repeatable reporting that highlights relevant business trends and opportunities for improvement.
- Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues.
- Seasoned project management skills.
- Proficient in creating, managing, and improving ITIL processes, including Incident, Problem, Change, and Knowledge Management.
- Extensive experience in IT infrastructure, including network management, system monitoring, firewalls, proxies, load balancers, system security, and risk management.
- Expertise in system integration planning, platform management, and continuous improvement.

International certificate and relevant skills

- Bachelor of Telecommunication Engineer, Arab American University-Palestine
- ITIL V4 Master Certified
- Certified Scrum Master
- CCNA Switching and Routing
- Certified Network Security Specialist (ICSI)
- MCSA (Server 2012)
- Network Security Associate (NSE1 & NSE2), Fortinet
- Splunk Fundamental 1 & 2
- End User Network Security
- Palo Alto Networks Certified Network Security Engineer (PCNSE)
- ISO 27001, ISO 9001
- Strong technical and support skills.
- Excellent presentation abilities.
- Attention to detail and patience in problem-solving.
- Effective communication skills, both written and verbal.