AMIR DIAB

IT SUPPORT SPECIALIST | SYSTEM ADMINISTRATOR |PROJECT & SYSTEMS MANAGEMENT | VENDOR RELATIONS |IT SECURITY | ERP & CRM MANAGEMENT

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📍 **Dubai, United Arab Emirates**

EXPERIENCE

IT Support Executive

emaratech

📅 08/2024 📍 Dubai International Airport

As an IT Support Executive at Emaratech, I support the systems of the General Directorate of Residency and Foreigners Affairs (GDRFA) at Dubai International Airport (DXB). Emaratech, owned by the Investment Corporation of Dubai, is a leading tech and consulting firm in the Arab world, delivering advanced IT solutions to both public and private sectors.

- Provide real-time IT support for **GDRFA systems** at **Dubai International Airport**, ensuring seamless border control and immigration operations.
- Ensure **24/7 uptime and availability** of mission-critical systems that impact national infrastructure.
- Troubleshoot and resolve **hardware/software issues** across various platforms with minimal downtime.
- Maintain and secure the **IT infrastructure** supporting GDRFA services, aligning with government security protocols.
- Collaborate with cross-functional teams to **implement system updates** and optimize performance.
- Contributed to system **optimization initiatives** that improved response times and operational efficiency.
- Supported the deployment and integration of **new technologies**, enhancing service reliability and scalability.

Senior Information Technology Specialist

Emtilak Inc.

📅 11/2022 - 05/2024 📍 Dubai, United Arab Emirates

At Emtilak Inc as a Senior IT Specialist, I excelled in driving operational efficiency, bolstering security, and delivering exceptional value through advanced technology and effective communication.

- Led IT Department to ensure optimal system functionality and performance.
- Crafted corporate communication strategies enhancing organizational alignment.
- Supervised MT5 platform optimization, including Azure hosting and global linking, to boost user experience and business growth.
- Managed IT infrastructure focusing on reliability, scalability, and security.
- Directed end-to-end project management, surpassing stakeholder expectations.
- Implemented security measures protecting data and assets, improving overall safety.
- Negotiated vendor contracts and managed partnerships to maximize procurement value.
- Integrated Microsoft Azure and B2B solutions, streamlining operations and fostering innovation.
- Enhanced ERP and CRM systems management, refining processes and customer engagement.
- Applied analytical skills for problem-solving, enhancing system performance.

SUMMARY

I'm an IT professional with a Bachelor's in Management Information Systems, currently ensuring the smooth operation of GDRFA systems at Dubai International Airport through my role at Emaratech. With 5+ years of experience across system/network administration, tech support, and project delivery, I've supported both private and public sectors with high reliability and strategic insight.

Previously at Emtilak Inc., I led system upgrades, resilience planning, and backup solutions that enhanced business continuity. My technical skill set spans Windows/macOS, Office 365, Azure (Entra ID), Intune, SCCM/MECM, VMware, and Apple device management via Jamf Pro and Apple Business Manager.

Certified in Cisco Cybersecurity, Office 365, ITSM, and Digital Transformation, I bring a security-first approach to IT operations—including VPS, email, and web hosting. I bridge tech solutions with business goals through vendor management, B2B integration, and network design. Known for problem-solving, adaptability, and collaboration, I'm driven to optimize enterprise IT and support continuous innovation.

Let's connect: **me@amirdiab.io**

CERTIFICATION

Career Essentials in System Administration by Microsoft and LinkedIn
Microsoft

Administering Office 365
LinkedIn

IT Service Management: ISO/IEC 20000-1
LinkedIn

IT Service Desk: Monitoring and Metrics Fundamentals
LinkedIn

IT Services Management - ITSM
Atlassian

Digital Transformation
International Business Management Institute (IBMI)

EXPERIENCE

Senior System Administrator

STONXFX

📅 11/2022 - 05/2023   📍 Dubai, United Arab Emirates

As a Senior Information Technology Specialist at StonxFX Commercial Broker, I bring extensive experience in managing IT departments, corporate communications, vendor management, and implementing cutting-edge technologies to drive efficiency and innovation.

- IT Department Management: Spearheading the strategic direction and day-to-day operations of the IT department, ensuring seamless functionality and optimal performance across all systems and processes.
- Corporate Communications: Crafting clear and effective communication strategies to promote transparency and alignment with organizational goals, fostering a culture of collaboration and engagement.
- Vendor Management: Establishing and maintaining strong partnerships with technology vendors, negotiating contracts, and driving value through strategic procurement initiatives.
- CCTV & Network Monitoring: Implementing robust surveillance systems and network monitoring solutions to ensure the security and integrity of our digital assets.
- Email & Web Hosting Management: Overseeing email and web hosting infrastructure to ensure reliability, security, and scalability, optimizing performance and user experience.
- Documentation: Maintaining comprehensive documentation of IT processes, procedures, and configurations, facilitating knowledge transfer, and ensuring compliance with regulatory requirements.
- Active Directory (AD) & Group Cash Policy Objects (GPO): Serving as an expert in AD and GPO management, configuring and maintaining user accounts, permissions, and security policies to ensure a secure and efficient IT environment.

BPM Indexing team member | Egypt - UAE

Inspire Innovations

📅 02/2020 - 11/2022   📍 New Cairo, Egypt

As a BPM Indexing team member, I had the privilege of being at the forefront of driving innovation and efficiency within our organization.

- Increased operational efficiency by {15%} by streamlining workflows through innovative technology initiatives.
- Working closely with cross-functional teams, I fostered a culture of collaboration and knowledge sharing. By engaging stakeholders and leveraging diverse perspectives, I facilitated the development of robust indexing strategies that met the evolving needs of our organization.
- Committed to excellence, I continuously sought out opportunities for improvement and refinement. Whether through process optimization, automation, or the implementation of best practices, I remained dedicated to driving tangible results that propelled our team and organization forward.

TRAINING / COURSES

IT Service Desk: Service Management

CCNA R&S

CompTIA A+

CompTIA Linux+

MCSA - Windows server 2016

Retarder 5 Administration

Microsoft Azure Fundamentals

Project Management Foundations

AWARDS

💎   **Sr. IT Specialist**

PROJECTS

Tele Sales Branch Implementation for Emtilak

📅 10/2023 - 10/2023   📍 Alexandria - Egypt

In October 2023, I led and Implement project to establish a new tele sales branch in Alexandria for Emtilak, aimed at reducing operational costs and enhancing client service. My role involved:

- Server Implementation & Configuration: Set up and configured servers to manage user access and ensure seamless operations. This included configuring Active Directory (AD), Group Policy Objects (GPO), DHCP, DNS, File Server, and Print Management.

- Network Infrastructure Design & Installation: Designed and installed network infrastructure, including router configurations and Access Point (AP) setup to support the new branch.

- CCTV & Biometric Device Installation: Installed CCTV systems and biometric devices for attendance tracking and access control to secure the facility.

- UPS Installation: Implemented Uninterruptible Power Supply (UPS) systems to ensure reliable power for critical equipment.

- PABX Cloud System Integration: Created user accounts on our PABX Cloud system, facilitating communication with UAE clients.

- This project was instrumental in expanding Emtilak's service capabilities and optimizing operational efficiency, resulting in a 30% reduction in operational costs.

EXPERIENCE

Help Desk Technician - Intern

Integrated Diagnostics Holdings - IDH

📅 06/2020 - 08/2020   📍 Cairo, Egypt

During my internship at Integrated Diagnostics Holdings (IDH), I developed skills in IT service management and Windows Server. I provided 2nd line IT support and technical assistance while collaborating effectively with the team to resolve issues and maintain smooth IT operations.

- Provided first-line technical support to IDH employees, addressing hardware, software, and network-related issues.
- Utilized troubleshooting skills to promptly resolve IT issues, ensuring minimal disruption to productivity.
- Delivered exceptional customer service by offering clear instructions tailored to individual user needs.
- Implemented proactive measures to reduce recurring IT incidents, improving system reliability
- Recognized for dedication, professionalism, and effective communication skills.

EDUCATION

Bachelor of Technology - BTech, Management Information Systems

Thebes Academy

📅 09/2018 - 06/2022   📍 Egypt

SKILLS

Azure Active Directory   **VPS**

Windows Servers

System Monitoring   **AWS**

Ticketing System   **MS Office**

data integrity   **IT Services**

Microsoft Office suite   **Hosting**

VPN   **Zoho**   **Exchange Server**