



# ISLAM ELZAYAT, MBA, MCT, ITIL EXPERT



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www.elzayat.me



Riyadh, Wizarat District



Egyptian, Mansoura,  
Elzayat st. from.Saad Essayed



## Career Summery

A Managing Business Consultant of 8 years' experience with extensive subject matter expertise in Project Management, IT Services Management (ITSM), and ITIL, methods, processes, strategic technology infrastructure planning, and developing cost effective solutions to meet customer business requirements. ITIL Expert certified.

## EDUCATIONAL QUALIFICATIONS

### Arab Academy for Science and Technology & Maritime Transport.

Bachelor of Engineering, Computer Engineering major.  
G.P.A: 2.1



2009

Mansoura University  
Post graduate Diploma,  
Computer Engineering  
Department.

### Areas of Concentration:

- C++
  - Networks
  - Data Security.
  - Object Oriented Programming.
  - Software Engineering.
- Graduation Project: Online Academic Registration System  
**Project Grade: Excellent (A)**

2010



### Graduation Project:

Research on Implementation and Application of IP Security (IPsec).  
**Overall Grade: Very Good**

### Arab Academy for Science and Technology & Maritime Transport

http://www.aast.edu/en/colleges/gsb/  
**Master of Business Administration, MBA**

Areas of Concentration:  
**Project Management**

**Overall Grade: Very Good**

G.P.A: 3.2

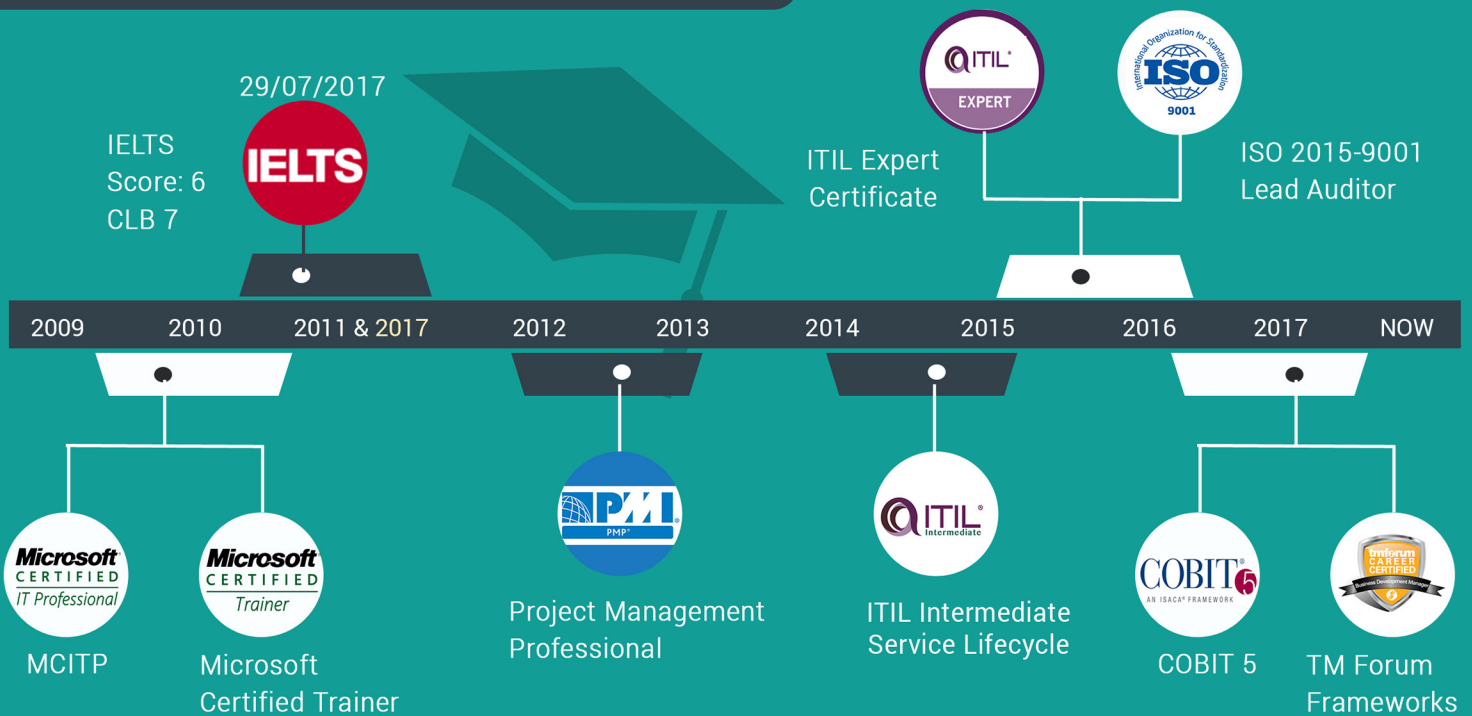


2013

NB.

ECA Report  
3151366  
IELTS 6 - CLB 7

## CERTIFICATES & Training



## WORK EXPERIENCE

Oct 2016 – Present



Saudi Telecom Company

IT Service Management Consultant /  
CMDB Expert

- Works to the overall objectives agreed with the Head of Dept. to implement the trusts Configuration Management policy and standards.
- Responsible for development and maintenance of a (CMDB);
- Manages and maintains CMDB central libraries, tools, common codes and data.
- Proposes and agrees CIs to be uniquely identified with naming conventions. Ensures staff comply with identification standards.
- Prepares and presents Configuration Management reports.
- To regularly undertake detailed audits of the CMDB to ensure entries are maintained to a satisfactory level and are fit for purpose
- Provides the CMDB to help identify other CIs affected by a fault that is affecting a CI facilitating Incident and Problem Management processes
- Performs configuration audits to check physical IT inventory is consistent with the CMDB and initiates any necessary corrective action.

Jun 2015– Sep 2016



Qyadat “Ministry of Labor” Project  
ITSM Consultant  
Riyadh-Saudi Arabia

- Analyze and identify recommendations for enhancements based on ITIL/ITSM/ISO 2000/COBIT best practices and he was part of designing the ITIL 26 Process.
- Design and Build CMDB Model
- To improve existing practices and identify key operational measurements to use for process improvements and assist with the preparation of presentations and proposals and work on policy analysis.
- Relationship between the CI and service components;
- ISO 20000 Preparation
- Mentor and manage teams of technical infrastructure specialists.
- Requirements development (which involves elicitation, analysis, specification, review and signoff)
- Identification of problem areas in customer’s environment
- Developing quality standards

May 2012–Jun 2015



IMZWEB  
Senior System Analyst  
Mansoura, Egypt  
[www.imzweb.com](http://www.imzweb.com)

- Performs analysis and makes recommendations in areas that require a high level of competency.
- Meet with stakeholders to identify, gather and organize business requirements.
- Defines system requirements, priorities, and viable alternatives.
- Preparing Design documents, data flow diagrams and Data Interface structures for the systems.
- Designs databases and data dictionary criteria.
- Provides technical training, guidance, and resource support for end users and Departmental staff.
- Performs as a project lead and directs systems analysts.
- Provides leadership and coordination on projects assigned to systems analysts.
- In addition to greater leadership role, utilizing knowledge and high level technical skills.
- Assists in developing user documentation and departmental policies and procedures that impact the use of application systems.



Sep 2009 – May 2012



Out Box Training Center  
IT Project Manager  
Mansoura, Egypt  
[www.outbox-eg.com](http://www.outbox-eg.com)

- Manage procurement and distribution of training materials to support pilots, rollouts.
- Provide administrative support for training meetings and department projects.
- Develop and maintain project plans to account for flexible time lines.
- Develop, write and edit/update training programs to support client's initiatives
- Partner with other groups to write/edit/format programs launched by other disciplines
- Develop training materials which will foster the integrity of the culture that has made clints so successful.
- Develop Train the Trainer materials to accompany new programs.

## SOCIAL ACTIVITIES

April -2011 Present



Nozom Association for Information Technology  
Board Member and General Secretary.  
<http://www.nozom.org>

- Organize and coordinate meetings, conferences.
- implement and maintain office systems
- set up work procedures
- Implement and maintain office systems.

## Skills



### COMPUTER SKILLS

#### Operating System

Professional computer user for Mac OS, UBUNTU and Windows OS.

#### Applications:

- MySQL
- PHP
- C ++
- Oracle 10g
- ASP.Net C# (Intermediate Knowledge)
- Adobe Dreamweaver
- Microsoft Project



### PERSONAL SKILLS

- Communicator.
- Presenter (professional).
- Selling Skills.
- Leader.
- Objection Handler.
- Negotiator.
- Motivator.
- Group Worker.
- Decision Maker.



### LINGUAL SKILLS

#### Arabic:

Mother Tongue. "Good command of eloquent Arabic"

#### English:

Fluent in Major Skills; 'Reading, Writing, Speaking, Listening'.