

# FAISAL SALIM

15+ Years of IT Project Management Experience – MBA, PMP, Scrum, Six Sigma, Azure Cloud Certified

+971 50 1718803    faisal\_m\_s@hotmail.com    www.linkedin.com/in/faisalmsalim    https://faisalms1.wixsite.com/faisalms



## PROFILE

- **MBA - Information Systems from Australia, PMP Certified**
- **Successfully managed various IT projects within time, quality, scope & budget across the lifecycle**
- **Proficient in MS Project, Jira; Waterfall, Agile, Scrum & Hybrid approaches**
- **Skillfully managed & developed teams for efficiency**
- **Strategically planned and collaborated across diverse teams & stakeholders for efficient IT solutions**
- **Abreast with emerging tech (AI, IoT) and industry trends**
- **Proficiently designed, implemented and managed IT Infrastructure for optimum efficiency, security & reliability – clouds, servers, hardware and software**
- **Outstanding leadership, communication, team-building, training, decision-making & problem-solving skills**
- **Extraordinary project, team, vendor, time, risk, budget, stakeholders and asset management proficiencies**

## ACADEMICS

DEGREES :

MBA – Information Systems | BE – Electronics Engineering | BSc – Science

CERTIFICATIONS & CREDENTIALS: PMP – PMI Project Management | Azure Cloud | Network Security | Cybersecurity

## EXPERIENCE

IT Manager (Projects and Infrastructure)

**Sharjah Carlton Hotel**

March 2017 – August 2023

- **Project Management**
  - Successfully recommended, deployed and managed ERP, CRM, POS, HRIS, PMS systems projects, saving ~\$150K annually
  - Efficiently managed and saved ~\$100K on Network Architecture projects within time and scope.
  - Effectively developed and deployed the organization's website with e-commerce functionality, saving \$20K.
  - Proficiently analyzed and developed several applications projects within budget to enhance business processes by 70%
  - Adeptly spearheaded various Data Analytics projects, increasing decision making efficiency by 60-80%.
  - Through dexterous transformation project management deployed Cloud Technologies increasing workflow efficiency by 35%
- **Budget and Resource Management**
  - Annually saved 70-80% cost in hardware, network, SLA's and equipment via Resource Management
- **Cost Management**
  - Digitized and designed in-house workflow documentation saving \$15K annually in stationary & designing costs
- **Vendor Management and Procurement**
  - Reduced 15-20% cost in IT purchases through effective vendor management and strategic purchases
- **IT Service Management**
  - Proficiently reduced incident resolution time by 35% via strategic management of SLAs/KPIs and automation of tasks.
- **IT Operations Management**
  - Managed multiple IT systems for 99.9% availability and optimum efficiency, security and reliability.
- **IT Policies and Security Compliance**
  - Developed and maintained SOPs and SLAs to ensure compliance with ITIL and security standards.
- **Teams Management and Development**
  - Management of team personnel via training, empowerment, appraisal, monitoring, counseling and coaching.

Information Technology Manager

**MH Group**

September 2010 – February 2017

- **Project Management**
  - Proficiently established remote support system that saved ~\$100K annually and managed multiple sites with 300+ users
  - Adroitly deployed and managed Endpoint and Cybersecurity projects for entire IT infrastructure reducing risks by 80%.
- **Disaster Recovery and Business Continuity**
  - Developed and deployed Disaster Recovery and Data Security plans via Risk Assessment and mitigation
- **Technological Innovations**
  - Ventured into several technological platforms for business growth, yielding 80% efficacy

## Business Development Manager

### Micromedia

June 2008 – May 2010

- **Project Management**
  - Strategically planned and executed services and product development projects within scope, time and budget
  - Efficiently managed software development projects via agile methods decreasing 30% of overheads
- **Stakeholders Management**
  - Managing stakeholder's relationships and identifying opportunities, resulting in 35% increase in profit margins.
- **Brand Management**
  - Maintaining and developing the company's brand identity, earning up to 40-45% Company's goodwill.

## IT Manager

### Novotel Resort – Accor Group

February 2007 – October 2007

- **Project Management**
  - Proficient project management of various IT transformation and infrastructure projects
- **IT Infrastructure Management**
  - Responsible for the entire IT and telecomm. infrastructure
- **Budgeting and Forecasting**
  - Developing, forecasting and managing IT budget
- **Team Management and Training**
  - Planned, managed and delivered training for employees

## IT Manager

### Radisson SAS – The Carlson Rezidor Hotel Group

March 2004 – May 2006

- **Project Management**
  - Successfully implemented multiple IT projects via effective project management, provided technology knowledge, vision and strategy to support the organization's business objectives. Recommended IT systems for business processes.
- **Vendor Management**
  - Reduced 25% cost via effective vendor management and hardware selection.
- **Security and Compliance**
  - Coordinated audits for security, compliance and quality assurance.
  - Developed and implemented IT policies, SOPs, SLAs along with backups and disaster recovery plans for security and compliance.
- **IT Infrastructure Management**
  - Deployment, management and troubleshooting of network LAN/WAN, hardware, software, Windows servers, Database servers, Active Directory and other server-centric applications.
- **Resource Management**
  - Effective Requirement gathering and resource management maximized resources for business processes.

## TECHNICAL SKILLS

ERP, POS, PMS, CRM, HRM SYSTEMS | SAP | ORACLE | SALES FORCE | NETWORK & TELECOMMUNICATION | DATA & NETWORK SECURITY | EMAIL SERVERS | WINDOWS SERVERS & OS | VMWARE, CITRIX | BACKUP & RECOVERY SYSTEMS | DATABASE MANAGEMENT SYSTEMS | BI REPORTS | WEB DEVELOPMENT | BUSINESS PROCESS MODELING | CLOUD TECHNOLOGIES | OFFICE 365 | AZURE CLOUD | CCTV | IOT | AI

## PROJECTS

- ERP, CRM, POS, HRM systems projects
- Technology transformation and deployment projects.
- IT infrastructure development and application implementation projects.
- Data and Network Security implementation projects.
- IT network infrastructure implementations and enhancement projects.
- IT Business analysis and business processes enhancement via software development.
- Web development and media design for corporate branding. ([visit profile website for details](#))

## RESEARCH & ANALYSIS

- Agile Methods in Software Development
- Project Management Plan for a Financial Establishment
- Analysis and Redesign - A Business Process of an Educational Institute
- Workplace Analysis: Increasing Rate of Employee Turnover ([visit profile website for details](#))

## PROFICIENCIES

IT GOVERNANCE | TECHNOLOGY TRANSFORMATION | IT INFRASTRUCTURE DEVELOPMENT | PROJECT MANAGEMENT | SYSTEMS ANALYSIS | DATA ANALYSIS | SOFTWARE DEVELOPMENT | VENDOR MANAGEMENT | BUSINESS DEVELOPMENT | TEAM MANAGEMENT | TRAINING | REPORTING & PRESENTATION | FORECASTING AND BUDGETING | ISSUE DIAGNOSIS & RESOLUTION | DATA CENTERS MANAGEMENT