Ahmad Al Sheikh

Enterprise Technology & Shared Services — Operational Excellence

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PROFESSIONAL SUMMARY

Enterprise technology professional with 13+ years across IT operations, ERP and enterprise applications, and service delivery — including 10 years leading IT operations end to end as Technical Manager and IT Manager. Combines hands-on technical depth (ERP/warehouse/accounting systems, SQL Server, Microsoft 365, Windows Server/Active Directory, infrastructure) with IT governance, process standardisation and business–technology stakeholder coordination. Experienced in assessing current-state environments, improving service-management practices, maintaining accurate asset/licensing data, and producing documentation, reports and training that leadership and business teams actually use. Comfortable operating at the intersection of business and technology in demanding environments.

Willing to travel frequently and to work for extended periods at client locations (secondment-style).

CORE COMPETENCIES

Enterprise Technology	ERP / warehouse-management / accounting systems, SQL Server administration, Microsoft 365, Windows Server & Active Directory, LAN/WAN/Wi-Fi, hosting, integrations & APIs
Service Management	Incident, request and escalation management, SLA-driven delivery, 24/7 critical cover, knowledge base, service continuity, onboarding/offboarding provisioning
Governance & Process Improvement	IT policies and standards, workflow standardisation, IT asset and licensing data governance, documentation and audit-ready records, business continuity
Digital Enablement	User training and adoption, automation of manual workflows, self-service and knowledge sharing, application rollout support
Stakeholders & Vendors	Translating operational needs into requirements, cross-department coordination (finance, warehouse, sales), vendor management, licensing and warranty administration
Analysis & Reporting	SQL-based reporting, Excel tracking for assets/licensing/service metrics, status reporting, decision-ready documentation and training materials

PROFESSIONAL EXPERIENCE

Senior Technical Support Specialist & MSSQL Administrator — Trust Soft / Solid Soft

Jun 2023 – Present

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- Support and administer enterprise applications spanning ERP, warehouse-management and accounting functions; administer SQL Server databases and build internal tools that streamline manual workflows.
- Investigate recurring incidents and root causes; standardise fixes, documentation and knowledge-base articles — measurably reducing repeat tickets and dependency on individual knowledge.
- Own the IT asset lifecycle and its data: procurement, inventory, licensing records and distribution — keeping enterprise asset and licence data accurate for finance and audit purposes.
- Coordinate with business departments and vendors to translate operational needs into practical requirements, priorities and working solutions.
- Administer Microsoft 365, Windows Server, Active Directory and network infrastructure under defined governance, patching and backup policies.
- Act as the technical escalation point for business-critical issues, including after-hours cover, ensuring service continuity.
- Support onboarding/offboarding end to end — provisioning accounts and equipment and decommissioning assets in line with policy.

Information Technology Manager — Moments Telecomedia
Nov 2017 – Jun 2023

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- Led day-to-day IT operations and service delivery for the whole organisation — servers, networking, domains, hosting and enterprise applications — as the accountable owner for availability and continuity.
- Oversaw Microsoft 365, CRM and ERP integrations to unify data and improve decision-making across departments.
- Implemented IT governance, security and backup policies; maintained asset inventories, licensing records and technical documentation.
- Ran incident, request and escalation management for 20+ issues per day with a 99% success rate, including 24/7 cover for critical systems.
- Coordinated business departments, technology teams and vendors; managed repairs, licensing renewals and hosting contracts.
- Delivered user training and adoption programmes covering installation, configuration and best practices.

Technical Manager — Moments Telecomedia
Feb 2014 – Nov 2017

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- Managed Windows Server, Active Directory, domains, hosting and LAN/WAN networking, maintaining high availability and business continuity.
- Supervised enterprise IT solutions that streamlined operations and accelerated service delivery across departments.
- Directed the full software development lifecycle, ensuring scalability and security; developed APIs and web services to improve system interoperability.

Developer — Moments Telecomedia
May 2013 – Mar 2014

Amman, Jordan

- Developed IVR dial plans using Asterisk in Linux environments, including reporting and billing systems.
- Worked hands-on with servers, networking, Digium cards, the DAHDI interface, SMS2TV systems and TV broadcasting infrastructure (TitleBox / AirBox).

EDUCATION

Bachelor of Computer Information Systems
University of Jordan, Amman • 2009 – 2013

LANGUAGES

Arabic — Native • English — Fluent

CERTIFICATIONS

- Linux & Open-Source Course — University of Jordan
- Web Application Development Using ASP.NET 3.5 — ExcellentTrain
- ADO.NET 3.5 using VB.NET — ExcellentTrain
- Introduction to .NET Framework 3.5 — ExcellentTrain

REFERENCES

Available upon request.