Ahmad Al Sheikh

Technical Manger Specialist

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Summary

Professional Summary

Innovative and results-driven **IT Manager** with over 12 years of experience in **managing IT operations, enterprise systems, and digital transformation projects**. Proven expertise in **software architecture, ERP/CRM solutions, Office 365 administration, and IT infrastructure management**. Adept at leading cross-functional teams, enhancing system efficiency, and delivering secure, scalable solutions aligned with organizational goals. Skilled in both **strategic IT leadership** and **hands-on technical support**, ensuring smooth business operations and driving technology adoption.

Experience

June, 2023 - Present

Trust Soft / Solid Soft
Senior Technical Support Specialist
Amman, Jordan
- https://trustsoftjo.com
- Led the design, development, and deployment of **ERP, warehouse management, and accounting systems**.
- Provided **expert technical support** and troubleshooting for enterprise systems, minimizing downtime.
- Engineered customized software solutions to optimize workflows and enhance operational efficiency.
- Administered and optimized **MSSQL databases** for high-performance applications.
- Oversaw **Office 365 management, networking, and IT security** to ensure business continuity.
- Trained and mentored technical teams, improving adoption of emerging technologies.
- Ensured compliance with **IT governance, security standards, and infrastructure improvements**.

Sep 2013 - June 2023

Moments Telecomedia
Technical Manager
Al Madina Al Monawara St., Amman, Jordan
- https://momentstel.com
- Spearheaded enterprise **IT solutions** to streamline operations and accelerate service delivery.
- Directed full **software development lifecycles**, ensuring scalability and security.
- Managed **IT infrastructure** including Windows Server, networking, domains, and hosting.
- Oversaw **Office 365, CRM, and ERP integrations** to unify data and improve decision-making.
- Resolved **20+ support issues per day** with 95% success rate, including user accounts, installations, and migrations.
- Developed **APIs and web services** for system interoperability.
- Implemented IT governance policies, boosting compliance and security.

Jan 2013 - Sep 2013

Moments Telecomedia
Technical Support Specialist
Al Madina Al Monawara St., Amman, Jordan
- https://momentstel.com
- Provided **end-to-end IT support**, troubleshooting servers, networking, and enterprise applications.
- Managed **ASP.NET-based systems, broadcasting solutions, and database-driven applications**.
- Delivered user training and guided clients through software installation and configuration.
- Coordinated with vendors and clients to ensure smooth IT operations.

Education

2009- 2013

Jordan University
Computer Information Systems
Bachelor's Degree

2009

Universal Schools
High School

References

Hussam Dahbour
Direct Manager
+962 7 9544 3446

Omar Al Jaber
Colleague
+962 7 9820 9193

Alaa Ghanayem
Colleague
+962 7 9084 7388

Skills

IT Operations & Support
Office 365 management, Networking (LAN/WAN/Wi-Fi), Active Directory, Windows Server, Security, Backup, Troubleshooting

System & Application Development
ASP.NET (WebForms & MVC), C#, Windows Services, APIs, SQL Server

Enterprise Solutions
ERP, CRM, Business Process Automation, System Integration

Cloud & Infrastructure
IIS, Virtualization, Hosting, Cloud Computing, Server Administration Leadership & Management: Project Management (Agile), Team Leadership, Technical Training, IT Governance

Software Architecture
Solution Design, Microservices, Scalable Systems, Performance Optimization

Project Management
Agile Methodologies, Team Leadership, Technical Training

Soft Skills
Problem Solving, Communication, Time Management, Teamwork, Attention to Detail

Certifications

Introduction To .Net Framework 3.5 (30 hours)
Excellent Train

ADO.Net 3.5 using VB.Net (30 hours).
Excellent Train

Web Application Development Using ASP.Net 3.5 (30 hours).
Excellent Train

Linux and open-source course.
Jordan University

Languages

Arabic
Mother tongue

English
Fluent