

JEREIS HADDAD

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Nationality: Canadian/Jordanian

Marital Status : Married

EXECUTIVE SUMMARY

Highly accomplished Technology Manager with over 20 years' experience in managing and delivering Information Technology Solutions and Services for major companies in Agribusiness, Food Manufacturing, Technology Solutions Provider and Hygienic Paper & Paper Producer. Recognized for excellent project management, technology leadership, communication and interpersonal skills. Successful in driving complex, diverse IT enterprises and aligning IT systems with business strategy to create operational efficiencies and competitive advantage.

FUNCTIONAL EXPERTISE

- Information Systems Management
- Long-Term IT Strategic Planning
- Multiple Technology Area Management
- ERP Systems Implementation (Oracle & ITAC)
- IT Policies & Procedures Formulation
- Project Management
- Risk Management
- SLA Management

TECHNICAL EXPERTISE

Platforms	UNIX/LINUX (SCO UNIX, SUN Solaris and Many LINUX Distributions) Microsoft Server (NT4 – Windows Server 2012 R2) Exchange Server 2003, 2007, 2010, 2013 and Office 365
Business Applications	Oracle Applications 11i, Oracle E-Business Suite 12.2 and ITAC ERP
Languages	SQL, PL/SQL, C++, Java, Python, Perl, BASH, KSH, CSH, PowerShell
Application Development	Oracle Developer (Forms & Reports, SQL Developer, JDeveloper, Eclipse, Quest TOAD for Oracle, SQL LAB, Spotlight on Oracle)
Office & Tools	Microsoft Word, Excel, PowerPoint, Project & Visio. Oracle Primavera V6

WORK HISTORY

JENAAN INVESTMENT LLC. – UAE – AMTAAR Sudan Project 03/2018 – 12/2018
A private company with its head office in Abu Dhabi-UAE, a world-class organization & one of the international leading companies in agriculture business, their projects hosted in various countries (USA, Spain, Sudan, KSA, Egypt, Ethiopia and Morocco) Sudan Project phase one spans 150K Acres, 200M USD and over 700 Employees.

IT MANAGER

- Brought on to craft and execute comprehensive IT strategy involving organizational change to drive IT stability and improve internal business.
 - Designed and implemented the IT policies and procedures guide.
 - Managed the creation and organization of the in-house legacy systems documentation.
 - Total transformation of infrastructure to virtualized environment (saving 40%)
 - Managing ERP assessment project (SAP Digital Agriculture, Oracle JD Edwards Grower Management & Oracle E-Business Suite) for the company's readiness and best fit.
 - Managing the creation of livestock module project utilizing my strong knowledge of software development and IT product design lifecycle (Saving 380K USD).
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AL-NABIL FOOD INDUSTRIES – Amman – Jordan

01/2010 – 08/2017

Subsidiary of The Carlyle Group USA, Founded in 1945, a leader in the region manufacturing wide range of frozen and chilled food products, with 900 employees, 300+ SKUs and more than \$60 Million in revenue.

IT MANAGER

- Designed, Rebuilt and maintained the centralization and connectivity of the IT infrastructure in the datacenter (Factory-HQ), distribution center in the north, Dubai offices and Amman offices
 - Prepared and maintained long-term IT strategic plans for IT department to implement and deliver services that support the strategic mission and goals set by my employer
 - Control budget and report on expenditure
 - Analyze the business requirements of all departments to determine their technology needs
 - Implemented and maintained complex firewall security rules using Fortinet Fortigate firewall and monitored the security rules through Fortinet FortiAnalyzer
 - Managed the implementation project of (ITAC) ERP system project
 - Creating, establishing and managing project plans for the deployment of new services or projects
 - Installation and maintenance of Oracle e-business suite 12.2 instances in an ongoing implementation
 - Introducing and installing new system upgrades and security backups for hardware and software systems
 - To ensure the smooth running of all the systems, including anti-virus software, print services and e-mail provision
 - Oversee troubleshooting, system backups, archiving, and disaster recovery and provide expert support whenever necessary
 - Built and maintained vendor relationships, contract negotiation and manage the purchase of hardware and software and maintain proper licensing, licensing compliance and SLA's
 - Guarantee the supply of professional IT expertise required by the organization that is motivated to pursue common goals with the business
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Technical Quest LLC. – Toronto – Canada

07/2002 – 05/2009

An information technology service, consulting and business solutions company. Had a training center for Microsoft and Oracle technologies. Headquartered in Toronto, Provided services across Canada and the USA. With 75 Employees and more than \$30 Million in revenue.

SERVICE SUPPORT MANAGER – ORACLE DATABASE

- Managed a team of 13 DBA's and system administrators to deliver optimal customer experience specialized in Oracle Database and UNIX/LINUX OS environment
 - Prepared and documented scheduled Database Outages for maintenance, patching and upgrades
 - Managed projects including new systems implementation, migration, integration and enterprise data warehouse, keeping customer informed of progress and resolve any project related issues including supervising end user training on new systems (knowledge transfer)
 - Managed 24x7-call center team providing technical support for different versions of Oracle supporting production OLTP databases and UNIX/LINUX environment
 - Provided support to sales and pre-sales team joining their meetings with existing and prospective customers (Sectors including manufacturing, banking, financial institutes and insurance companies)
 - Manage Customer Satisfaction by communicating customer needs, risks and opportunities
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Nuqul Group - Fine Hygienic Paper FZE – Dubai – UAE

01/1995 – 03/2002

Established in 1958 and the first and largest hygienic tissue producer in the MENA region and amongst the largest in the world. Present in more than 70 countries across four continents and 5000+ employees.

IT MANAGER

- Founded and managed the IT Department and the service desk section.
 - Recruit and supervise computer analysts, programmers and other personnel and oversee their professional development and training.
 - Control the budget and expenditures of the IT department.
 - Performed database creation, migration, tuning, maintenance and troubleshooting for production, development and test databases (Oracle release 7.1, 7.3 under SCO UNIX 3.0 and 5, Oracle release 8, 8i under Sun Solaris 2.6 and 9i under Red Hat Enterprise Linux AS 3)
 - Designed and maintained database security management and access controls, managed users and roles ensuring that all necessary security constraints are addressed.
 - Designed On-line/Off-line database backup strategy and server failure recovery.
 - Duties included performing all major tasks of Oracle DBA, application developer and UNIX system administrator (SCO UNIX and Sun Solaris). Responsible for development, maintenance, enhancement and upgrade of existing application systems, maintaining a "help desk" for users, and evaluation of computer system alternatives, project planning and other tasks.
 - Analyzed, Designed and implemented a full lifecycle production, development and Test environment for (to name few) Inventory Management, Sales And Order System Management, Accounts Receivable and Billing, Accounts Payable, Production Planning and consumption Monitoring, using Oracle 7.1,7.3 and 8 and 8i Server, Oracle Developer 2000, PL/SQL, on SCO UNIX 3.0 and 5, Sun Solaris 2.6 and windows NT 4 Server.
 - Planned and managed projects (preparation of vision, strategy, feasibility studies, planning, budgeting, implementation, monitoring and control).
 - ERP - Oracle Applications release 11.0.3 Installation, tuning and Administration for the Test and Production Database. Team leader for the Oracle applications implementation task force.
 - Sun Solaris 2.6 Installation & tuning for migrating to Oracle release 8.0.4.
 - SCO UNIX operating system Release 3.5 and 5.0 installation, tuning and shell programming.
 - Provided technical support and troubleshooting for the Database users and developers, in SQL, PL/SQL, Oracle Developer 2000 and Oracle Discoverer 2000. Windows NT 4, 2000, 95, 98 and ME. Microsoft Office (Word, Excel and PowerPoint). NTMAIL e-mail server.
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Nuqul Group - Fine Hygienic Paper Co. Amman, Jordan

05/1991 – 01/1995

Established in 1958 and the first and largest hygienic tissue producer in the MENA region and amongst the largest in the world. Present in more than 70 countries across four continents and 5000+ employees.

ORACLE DBA / PROGRAMMER SYSTEMS ANALYST

- Installed, Maintained and tuned Oracle Server Release 6 under MIPS UNIX, Migrated Oracle database to release 7 under SCO UNIX 3.0
- Performed database backup and recovery using exp/imp utilities and cold database backups
- Performed and/or coordinated updates and patches to the database design
- Upgrading application from forms 3.0, reports rpt 1.1 Using Oracle CDE Tools Forms 4.0 report 2.0
- Systems Analyst and Programmer designing the Database for Personnel Management, Consumption System, Sales and order System and Warehouse Monitoring System, using Forms 3.0, 4.0 and 4.5, Report

