Ashraf Nashwan

IT, Real Estate Manager & CP Lead

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SUMMARY

I have experience in Total 20+ years in IT field and 10+ years' experience as an accomplished IT Manager with proven delivery and increasing responsibilities within multinational companies and in multithreaded environment. I'm energized by new challenges and have been recognized for my delivery and entrusted with wider responsibilities including contracting, vendor management, commercial analysis and government interface.

OBJECTIVE

To utilize my technical, operational and commercial experience to deliver simplified and smooth operations and maximize value for my team and my company, ideally within a large scale and complex environment.

CORE QUALIFICATIONS

IT Project Management

IT Technical and Support

Vendor and contractor management

Contract drafting and negotiation.

Establishing trust and cooperation with external and internal stakeholders Self-starter

Network Administration

Cross-tier components implementation

VSAT and BGAN

Document management.

Capacity and scalability planning

Technical design

Quality assurance

Optimizing and performance
tuning

Testing

Strong analytical skills   Agile/Scrum

Network Communications

Team player

Projects Management

Training Skills

International companies IT and contracting solutions.

PROFESSIONAL EXPERIENCE

October 2024 to date: Lab Supervisor: Princess Sumaya University for Technology

April 2010 to July 2024 : IT, Real Estate Manager & CP Lead, Jordan Oil Shale Company

- Managed office, field, and laboratory IT requirements for a team of 300 staff. was key liaison point between the Global IT team, local management, users and local vendors and contractors.
- Was one of the team entrusted with closing Shell's presence in Jordan so was also assigned procurement and contracting responsibilities? Achieved progressive savings by adopting for purpose solutions for each stage of Shell's presence in the country.
- Part of the team negotiating with the government (Customs Department) to prevent overcharging of Shell and safeguarding several million dollars (estimated cost saving of $15million)
- Responsible for day-to-day operations of the IT department, as well as coordinates and oversees projects relating to the company and equipment which fall under the responsibility of the IT department.
- Acts as the first representative of the IT organization.
- Maintaining close contacts with the user groups and business.
- Manage of the site integrity and services.
- Responsible on Invoices, Budget, and accrual.
- Manage the relationship with the business, ensuring demand and new/changed requirements are identified and monitoring and reporting on the performance and quality of services delivery.
- Work with IT Area Manager to help of domain expertise to outline the solution that responds to new or changed business requirements.
- Accountable for safe and successful execution for the all IT activates.
- Install and Configure Company servers (physical and software).
- Install and configure all Crises equipment.
- Responsible for Fixed and portable satellite devices (VSAT and BGAN), installation and operating.
- Project Manager for local IT projects.
- Design and Setup server rooms.
- Security Systems installation and configuration.
- Network Administrator.
- Install and configure users machines and apply.
- Install and configure Switches, Routers and Firewall.
- Assist the Contract Holders to implement the approved contracting strategies for assigned contracts/purchase orders and long lead purchase orders. Manage the procurement process from initiation through to the preparation of PreQualification packages, Invitation to Tender/supply Packages, managing the tender process as well as the technical and commercial evaluations, negotiations and preparing Tender Board submissions, obtain Project approvals and award purchase orders.
- Monitor performance of contractors and vendors and impact on schedule.
- Help project team by providing site info and report requested.
- Reports to be provided to the IT operational manager related to Bandwidth Utilization, Mobile Invoices, WAN Availability, Number of Machines, account, Storage etc..
- IT Storeroom disposal coordinator -Prepare for asset disposal and execution. Raise Helpdesk ticket on behalf of users mainly for VIP/ Senior users.
- Network Administrator.
- User Training.
- Assist in Video conference booking.
- Help in Checking and Processing Invoices for Global and Local vendors.
- Travel to other Remote sites for Project Related Activities including Startup of the Site.

- Recommending and providing consultancy services related to Equipment and Software, workflow and work process including policies and guidelines regarding security, secure communication (Telephony, Videoconference, E-mail), home connectivity, connectivity when travelling, Remote Access, etc.

- Installing, supporting, and maintaining the security related systems and devices including secure email, secure USB memory sticks, etc.

- Productivity, organizing file structures and archives, pre-travel readiness, etc. Follow Up with ISP providers to add/remove Services from site.

- Managing Local Wireless connections present at the Main Office and Remote Locations.

- Managing (replacement/maintaining) 3D Room setups.

- Monthly check of Satellite Phone, BGAN Device, Printers, etc.

- Work with Internet Provider (Leased Lines and Mobiles).

- Helping the IT operational Manager with new requests coming from managements and users.

- Troubleshooting Equipment, including standard and authorized non-standard Equipment.

- Installing, supporting, and maintaining handheld personal communication devices

- Performing preventative maintenance for VIP's on standard and non-standard Equipment such as run check disk, run backups, and defrags the OS file, pre-travel readiness and organizing file structures.

- Installing new technology and/or applications.

- Managing the IT processes for new End Users and End Users who move between departments.

- Access Services, Smart Card Administration, Local test Environment, Request Management and Local Procurement, Receipt of Goods, Local Change Management, Local Incident Management, Developer Support, Mobile Office, Home Working & Remote Office Support, Local Infrastructure Security, Local Data Centers, Physical Security Administration, Media Management, Site Telecoms, and Managed Print Services.

- Maintain and archive contracts and purchase order files including Tender Board and Project submissions, signed orders, requisitions, correspondence and other relevant documentation.

- Keep sound working relationships with contractors and ensure that the project Business Principles are adhered to.

- Keep sound working relationships with the contract holders to ensure Contractual requirements and the approvals in particular are implemented with a minimum impact on the schedule progress.

- Maintain the project contractor/vendors lists.

- Facilitate the establishment of detailed post award vendor and contractor management plans. Execute amendments and addendum to contracts and/or purchase orders as part of ongoing "maintenance" phase of the contract. Increase the level of understanding amongst the engineering staff and contract users of the scope of the orders as well as stimulate commercial awareness.

- Liaise with Shell CP group to ensure that corporate commercial policies and standard practices are adhered to. Follow the guidelines set out in the project "Contracting Policy and Procedure Manual" and adhere to the project contract/purchase orders models. Use Shell's Global Framework Agreements there were existing and applicable.

- To ensure that spare parts are available for use when required by the project through appropriate approvals.

- Timely sourcing, expediting and scheduled delivery of (long lead) items and project materials.

- To develop market intelligence reports, supplier reports and management information.

- Act as CP custodian for Requisition to Pay process and pursue standardization.

- Ensure quality of service and/or goods supplied meets by contractors meet agreed standards.

- Supervision of all contractors when on the COMPANY site and ensuring they meet COMPANY safety standards.

- Supervision of COMPANY house-keeping staff and liaison with contractor supplied staff.

- To maintain all COMPANY head office and workshop fixed equipment and plant to ensure that all Shell and applicable standards are met with respect to safety, certification and inspection.

- To maintain the fabric and condition of the COMPANY head office building, workshop and outside area.

- Liaise with contractors and suppliers of hard and soft services to ensure that KPIs and agreed standards of service are met.

- Focal point for the reporting of building repair and maintenance issues by COMPANY staff. To manage all utilities water, electricity, oil etc and ensure adequate supply.

- Manage all consumable items related to facilities management.

MAERSK April 2008 to March 2010: Maersk Line Jordan Co. Onsite Support Engineer   .

- Network Administrator.
- Set up, operate, and adjust machine controls that regulate operational functions to ensure conformance to specifications.
- Install and configure computers, monitors, network infrastructure and peripherals such as printers, scanners, and related hardware.
- Install, replace, or change product parts and attachments, according to production specifications.
- Record and maintain instalment, repair, and machine maintenance information.
- Read work requests and coordinate to determine a schedule to cover the requests.
- Perform routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Troubleshoot problems and make repairs and corrections where required on servers, user PC's, all IT infrastructure hardware and software.
- Act as a consultant and suggest enterprise solutions to resolve problems to Company Management Personnel.

Dec 2007 to March 2008: ZIT Center for Technology - IT Trainer

- C++ Language instructor.
- MATLAB Program instructor.

March 2005 to Nov 2007: Vocational Training Corporation - IT Trainer

- Network Administrator.
- Computer Skills Training.
- ICDL Training.
- Maintenance Training.
- Network Training.

April 2002 to Jan 2005: Petra University - Computer Technician

- Computer Maintenance.
- Network Configurations.
- Servers Configurations.
- Support for Labs Problems.
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INTERNAL & EXTERNAL REFERENCES

Tamim Suyyagh, General Manager and Country Chair, Shell - Jordan.

Erik vanDijk, IT Manager Exploration and Operated, Shell

Gayle Clark, Global OSS Resourcing Strategy advisor & OSS Middle East Cluster Manager, HP

COURSES ATTENDED

- CIPS (Chartered Institute of Procurement & Supply)
- CCNA.
- A+.
- ITIL.
- Enhancing Business Associations Excellence through Technology
- REP , Renewable energy Professional

- Process Excellence (PEX).
- Reports Writing.
- HP Service Manager.
- Site Host & Team certification.
- Business Continuity Awareness Program.
- MCSE 2012
- CCAI Course
- SharePoint Site Management

Programming Language and Software

- Administration Applications.
- Microsoft Windows and Office specialist.
- Servers installation and Maintenance.
- Linux OS.
- ASP.net Language.
- VB.net Language.
- MATLAB Program.
- Remedy
- SAP
- VERITAS (Symantec solution)

Projects

- Shell Jordan Project from Startup (full IT solutions) till Closing with high cost saving Project.
- COMPANY Network, Satellite and Servers installation, Configuration and Operated Project.
- JFE Remote Site IT Solution Project (VSAT, Microwave, Local network and Controlling) Project.
- Maersk VMware Project.
- Maersk ERP system Project.
- Firewall System (Linux OS).
- Many Small Projects Programs.

ACADEMIC QUALIFICATION

Bachelor's degree in computer engineering. From Al-Balqa' Applied University. Amman – Jordan

DATE OF BIRTH & MARITAL STATUS

DoB: 28th March 1981. Status: Married.