

OBJECTIVE

Enthusiastic IT Manager with 12 years' experience including 4 years with one of the leading Third-Party Processors specialized in outsourcing electronic payment Services in the MENA region (Global Payment Services). Skilled in security and information systems. Eager to join your bank to help define strategies in alignment with the organization's broad objectives, track progress against goals, and manage execution projects and offer customized solutions, identify opportunities, and provide exceptional service to customers.

SKILLS

Professional

SQL (Oracle, PostgreSQL)
IoT
Cloud Computing (Azure & AWS)
Machine Learning
Business Communication Solutions
Business Management
Budgeting & Project Planning

EXPERIENCE

Commercial Card Specialist (Hired to be Payment Gateway Specialist later on as there was no openings at the beginning in the department except for this)

National Bank of Bahrain | 2021 - Present

The purpose of this role is to provide ongoing, high-level support, service, and maintenance for NBB Commercial Card Programs including payables, Purchasing Cards, Corporate Cards, and third-party applications. Also, this role works directly with internal partners and Client's Commercial Card Program Administrators to ensure the operation of card programs.

EDUCATION

MBA / Emphasis MIS (in progress)

University College of Bahrain
2021 – 2022

BSc / MIS

University of Jordan
2004 - 2008

ACHIEVEMENT

In Health360°

- Developed a simple core application to run the business in the first year as the vendor failed to deliver it on time.
- Developed mobile applications for two insurance companies.

IT Manager

Health 360° Ancillary Services W.L.L | Sep 2013 - Aug 2021

responsible for coordinating, planning, and leading an organization's computer-related activities. Assisting in determining an organization's information technology requirements and responsible for implementing computer systems to meet those requirements.

- Direct the organization's IT infrastructure and operations toward a focus on Azure/AWS-based operations during the COVID.
- Supervising daily operations of network and server infrastructure.
- Aligning IT infrastructure with current and future business requirements and goals.
- Assuring that IT activities are within the limits of applicable laws, codes and regulations of Central Bank of Bahrain.
- Providing direction for IT team members.
- Identifying opportunities for team training and skills advancement.
- Implementing security of the network, data and its storage and communication systems.
- Developing and implementing IT policy and best practice guides for the organization.

ALI TAWASH

Experienced IT manager in the Insurance and Banking sector

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CERTIFICATION

Machine Learning with Python, IBM
(2021)

Ethical Hacker v7, BIBF (2013)

CompTIA Network+, BIT (2009)

CompTIA A+, BIT (2009)

Oracle Forms Developer, BIT (2009)

ONGOING CLASS/CERT

MBA

Expected to finish on March 2022

CISSP

Expected to finish in 2022

IBM AI Engineering Professional Certificate

Expected to finish in 2022

REFERENCES

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EXPERIENCE CONTINUED

Application Support

Global Payment Service | May 2011 - Oct 2013

- Key responsibilities:

- Communicates unresolved problems to the competent technical service; follows-up the resolution of such problems.
- Certification with Payment Scheme for Compliant and New Projects.
- Interact with various internal IT support functions, Development, Quality Assurance, Operations and external 3rd party vendors to troubleshoot and resolve problems.
- Act as Backup for DBA/Network Administrator.

Network Administrator/DBO

Global Payment Service | Nov 2010 - May 2011

- Key responsibilities as A network Administrator:

- Configure Cisco devices.
 - Change firewall access-list as per customer needs.
 - Configure and maintain telephony services with Avaya products.
 - Manage network projects with partners like VISA, MasterCard and BENEFIT.
 - Analyze and troubleshoot performance and reliability issues and initiate improvements.
- Other responsibilities:
- Work as Oracle Database operator.
 - Responsible for Monthly maintenance.
 - Providing technical support for all internal employees.
 - Monitoring SMS Bulk service.
 - Responsible for Data server storage.
 - Automation.

Operator

Global Payment Service | Oct 2009 - Nov 2010

managing daily operation for eight banks and financial institutions, as well as handling all back-office functions in a professional and cost-effective way.

Unix Administrator (Trainee)

Ministry of finance | Jan 2008 - Jan 2009