Waleed Nagaty

Information Technology Manager

Phone: 0567038840	**Address:** Madinah, Saudi Arabia
Date of Birth: 1st Oct 1985	**Marital Status:** Married
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Results-driven **IT Manager** with 15+ years of experience in IT infrastructure, project management, and hardware deployment in hospitality. Skilled in optimizing operations enhancing cybersecurity, and leading teams to deliver efficient technology solutions.

As a **Hardware Deployment Engineer**, I manage the full installation and implementation of Hilton standard systems for new and existing hotels across the EMEA region.

➢ Skills

- Lead IT team in recruitment, training, and performance management.
- Oversee IT projects, from planning to implementation.
- Administer servers, backups, and security protocols.
- Ensure compliance with Hilton standards and quality assurance.
- Troubleshoot hardware and software issues.
- Keep systems updated with Hilton patches.
- Align IT operations with Hilton's Vision, Mission, and Values.
- Manage IT budget, optimizing costs.
- Safeguard data, network, and backup security.
- Monitor daily IT operations, including servers and systems.
- Support Hilton systems like OnQ PMS and other Hospitality Systems.
- Develop contingency plans for business continuity.

➢ Education

- Computer Diploma from King Saud University, Saudi Arabia - 2021
- Bachelor in Social Work from The higher institute of Social Work, Egypt - 2010

➢ Certifications (Technical)

- Information Technology Manager - EMEA
- CompTIA Network+
- CompTIA Server+
- CompTIA A+
- Cisco Networking Foundations 2016
- Microsoft SQL Server 2012
- Microsoft Windows Server 2012

➢ Certifications (General)

- Lead 2.1 with Harvard - EMEA
- Time Management
- Project Management
- Managing Attitudes during Difficult Times
- Controlling Project Cost
- Setting and Managing Priorities

➤ Work Experience

Information Technology Manager – Madinah Hilton, Madinah
Jun 2015 – Present
I began as an Assistant IT Manager in mid-2015, and taking charge of the IT department. In 2017, I was promoted to IT Manager, where I successfully controlled costs and ensured the department remained financially on track. I led multiple projects, including a full renovation of IT hardware.

- Established IT policies to ensure compliance.
- Optimized vendor contracts for cost savings.
- Launched staff training, boosting team efficiency.
- Conducted regular IT audits for system compliance.

Hardware Deployment Engineer – Hilton
Dec 2019 – Present
In February 2019, I started HDE training and, after successfully completing the program and exams, was promoted to Hardware Deployment Engineer in January 2020.

Systems Administrator - Kaizen Middle East, Jeddah
March 2013 - May 2015
I ensured the company remained IT compliant, efficient, and profitable throughout its operations.

Systems Administrator - OneWay Corporation, Cairo
July 2009 - May 2012
Participated in testing a range of information networks and software applications, while troubleshooting and resolving all IT-related issues.

Technical Support - Dataonline, Cairo
March 2007 - June 2009
I handled hardware deployment and troubleshooting for customers, providing daily technical support.

➤ Languages

Language: Arabic (Native), English (Good).

➤ Hobbies

- Building custom PCs and exploring new tech trends
- Participating in tech meetups and open-source projects
- Reading about cybersecurity trends and IT innovations
- Playing video games to enhance problem-solving skills
- Traveling to experience diverse cultures