

Georges Kaddoum

Information Technology professional and
Environment activist



Contact

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Languages

English – Fluent

French – Fluent

Arabic – Native

Hobbies

- Reading
- Gardening
- Founder of [Green Factor Lebanon Initiative](#)
- Social Activism

Skill Highlights

- Project management
- Risk management
- Information Security
- Communication management
- IT Audit Management
- Compliance

Experience

IT Service Management and Operations Manager - 12/2020 to Present
American University of Beirut and AUB – Medical Center,

- Security Operations Center
 - Vulnerability management
 - Log management and continuous monitoring
 - Incident response management
 - Information security awareness
 - Compliance management specially with GDPR, HIPAA and Lebanese local laws
- Data center Management
 - Hardware and Software upgrades
 - Capacity management (storage, CPU and RAM)
 - Backup and Restore
 - Business continuity and disaster recovery management
- Network Operations Center
 - Network monitoring
 - Firewall management
 - Network security in collaboration with SOC
 - Software / Firmware installation and upgrades
 - Performance management
- Procurement
 - RFI, RP for infrastructure related systems and services
 - Contracts management
 - Budgeting
- General responsibilities
 - Set KPIS for different areas
 - Provide reporting for higher management
 - Teams management

IT Operations Manager - 01/2014 to 11/2020

American University of Beirut Medical Center - AUBMC,

- Project Management
 - Blood bank solution
 - Lab instruments and medical device integrations
 - Other ad-hoc projects
- Intranet management (SharePoint cloud)
 - Department website
 - Document management
- Service Management implementation as per ITIL
- Risk Management
 - Identification
 - Analysis
 - Mitigation follow up
 - Validation

- Information Security Management
 - Awareness,
 - Vulnerability management
 - Incident Management
 - Communication management
- Compliance (HIPAA, GDPR, ISO, NIST etc..), Departments Administrative Control Documents
- Accreditation Management (JCI, MAGNET, HIMSS)
- IT Procurement, Contract management and negotiation
- IT Audit Management
- Resource allocation and Budget Management
- IT Team recruitment and Staff Development

Senior Consultant II acting as Operations Manager - 12/2011 to 01/2014
Ei-Technologies Liban

- Implemented DMS and collaboration solution for different clients operating in various line of business
- Implemented Media Application using Salesforce.com integrated Learning management system
- ECM application along with Internet website dynamically updated from the intranet via workflows Based on MS SharePoint Server 2010
- Resource and Project management
- Sales (RFPs Response)

Associate Product Manager 02/2010 to 12/2011
Path Solutions

- Implemented Microsoft Dynamics CRM for Banking
- Presales Demo for Prospect clients on Dynamics CRM

Team Leader 01/2008 to 01/2010
Netiks

- Implemented Collaboration Solutions Based on SharePoint and K2 BlackPearl as workflow engine
- Developed Business Solution on ASP.net integrated with MS BizTalk , Dynamics CRM and Other Solutions
- Pre-Sales for Collaboration Tools

Software Developer - 05/2005 to 06/2007

AI KALAM AL ELECTRONI - Digipen.edu

- Web development using ASP.NET C#, SQL SERVER - Academic Solution
- Website Implementation using TYPO3
- Implemented LMS system using Moodle
- Development Windows Application using JAVA

Software Developer 08/2004 to 04/2005
A.I.M.S

- Developed ERP modules using ASP.NET

Education

Bachelor of Science: **Business Computing** 2000-2004
Notre Dame University, Zouk, Lebanon

MBA : **Marketing** 2005 – 2009
Université Saint Esprit Kaslik, Lebanon

Certifications

- **Certified Business Analysis Professional (CBAP)** : Course attendance (2015)
- **Project Management Professional PMP** : Course attendance (2015)
- **Microsoft Certified Technology Specialist:** Microsoft Dynamics CRM 4.0, Customization and Configuration (2011)
- **Microsoft Certified Technology Specialist:** Microsoft Dynamics CRM 4.0, Installation and Deployment (2010)
- **Microsoft Certified Technology Specialist:** Windows SharePoint Server (WSS) 3.0, Configuration (2009)