MOHAMED MALIK ELFADL MOHAMED

SENIOR MANAGER | ENTERPRISE INFRASTRUCTURE & IT OPERATIONS

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PROFESSIONAL SUMMARY

Enterprise IT Infrastructure Leader with over 12 years of progressive experience in telecommunications and enterprise technology environments. Currently serving as Senior Manager – IT Infrastructure at Sudatel Telecom Group, leading enterprise infrastructure strategy, operations, modernization, and transformation. Experienced in managing 20 technical professionals and overseeing infrastructure environments supporting more than 1,000 systems. Expertise spans data centers, servers and storage, virtualization, hyperconverged infrastructure, backup and disaster recovery, hybrid cloud, container platforms, network and security infrastructure, and IT operations. Proven leadership in infrastructure modernization, service availability improvement, incident management optimization, and IT Service Desk transformation. Led self-service support, zero-touch provisioning, and user lifecycle automation initiatives that reduced onboarding and offboarding processing time by approximately 95%. Technical background includes VMware, Nutanix HCI, Kubernetes, Red Hat OpenShift, Microsoft technologies, Veritas NetBackup, ManageEngine OpManager, Ansible, and Terraform.

CORE COMPETENCIES

- Enterprise IT Infrastructure Strategy & Management
- Servers, Storage, Virtualization & Nutanix HCI
- Kubernetes | Docker | Red Hat OpenShift
- Network & Security Infrastructure
- IT Service Management & ITIL Governance
- Zero-Touch Provisioning & User Lifecycle Automation
- Incident Management | MTTA & MTTR Optimization
- Data Center Operations & Modernization
- VMware vSphere | Hybrid Cloud | Microsoft Azure
- Backup, Disaster Recovery & Business Continuity
- Infrastructure Automation & Orchestration
- IT Service Desk Modernization & Self-Service
- Service Availability | SLA & KPI Management
- Strategic Planning | Team & Vendor Management

PROFESSIONAL EXPERIENCE

Senior Manager – IT Infrastructure | Sudatel Telecom Group | *February 2025 – Present*

Leadership scope: 20 technical professionals across infrastructure functions; enterprise environment supporting 1,000+ systems.

- Lead enterprise infrastructure operations covering servers and storage, backup, databases, network, security, and cloud infrastructure.
- Drive infrastructure modernization across data center platforms, virtualization, storage, and cloud technologies.
- Oversee VMware and Nutanix HCI environments, focusing on high availability, capacity optimization, scalability, and operational performance.
- Lead containerization and platform modernization initiatives using Docker, Kubernetes, and Red Hat OpenShift.
- Improve infrastructure availability through proactive monitoring, maintenance, performance management, and operational governance.
- Enhance incident management processes and operational responsiveness, with a focus on reducing Mean Time to Acknowledge (MTTA) and Mean Time to Repair (MTTR).
- Lead IT Service Desk modernization through self-service support, zero-touch device provisioning, and user lifecycle automation.
- Achieved approximately 95% reduction in onboarding and offboarding processing time through automated workflows and standardized provisioning processes.
- Oversee enterprise backup and data protection operations using Veritas NetBackup; manage infrastructure monitoring and operational visibility using ManageEngine OpManager.
- Drive disaster recovery and business continuity planning, and establish infrastructure KPIs and SLA performance monitoring.
- Advance infrastructure automation and orchestration initiatives using Ansible and Terraform.
- Collaborate with application, DevOps, database, and business teams; manage technology vendors, technical assessments, and capacity planning.

Collaboration Manager | Sudatel Telecom Company | *August 2021 – January 2025*

- Managed enterprise Microsoft Exchange Server infrastructure and collaboration platforms, including supporting storage, backup, availability, and operational support.
- Led IT Service Management operations using ManageEngine ServiceDesk Plus, aligning service delivery with ITIL practices.
- Introduced automation and process improvements to enhance operational efficiency and the end-user experience.
- Coordinated platform security, vendor relationships, technical support, and service continuity.

IT Messaging & Collaboration Senior Engineer | Sudatel Telecom Group | *April 2014 – August 2021*

- Administered Microsoft Office 365 and Exchange Hybrid environments, maintaining enterprise messaging and collaboration services.
- Administered Oracle CRM platforms covering Service Management, Field Operations, and Sales.
- Supported ITIL-aligned incident and change management; led troubleshooting, platform upgrades, and operational improvements.

Data Center – NOC Engineer | Sudatel Telecom Group | *May 2012 – March 2014*

- Monitored and maintained data center infrastructure to support 24/7 service availability.
- Performed infrastructure monitoring, incident identification, troubleshooting, and escalation; supported network and data center operations.

SELECTED STRATEGIC PROJECTS & ACHIEVEMENTS

IT Service Desk Modernization & Lifecycle Automation

- Introduced a self-service support layer to improve user experience and reduce dependency on manual IT support.
- Implemented zero-touch device provisioning to streamline endpoint deployment and configuration.
- Introduced user lifecycle automation for employee onboarding and offboarding, reducing processing time by approximately 95%.

Enterprise Infrastructure Modernization

- Leading modernization initiatives across virtualization, hyperconverged infrastructure, storage, and data center platforms to improve scalability, resilience, and operational efficiency.

Infrastructure Availability & Operational Excellence

- Driving proactive infrastructure monitoring and performance management, with incident process improvements focused on MTTA and MTTR.

Enterprise Disaster Recovery & Business Continuity

- Driving the strategy for geographically separate hot disaster recovery capabilities for production services, with a 30-minute RPO target. This is an ongoing strategic initiative.

Containerization & Platform Modernization

- Driving enterprise container platform initiatives using Kubernetes and Red Hat OpenShift to support modern application hosting and orchestration.

Messaging, ITSM & Enterprise Applications

- Implemented Exchange Hybrid integration with Exchange Online; implemented and enhanced ManageEngine ServiceDesk Plus; supported Oracle CRM modules for Service Management, Field Operations, and Sales.

Infrastructure Automation

- Introduced scripting and automation initiatives to streamline operational processes and improve service efficiency.

TECHNICAL EXPERTISE

Infrastructure & Data Center: Enterprise servers, storage, data center operations, infrastructure capacity management
Virtualization & HCI: VMware vSphere, Nutanix HCI
Container & Cloud Technologies: Docker, Kubernetes, Red Hat OpenShift, Microsoft Azure, hybrid cloud
Automation & DevOps: Ansible, Terraform, infrastructure automation, CI/CD support, zero-touch provisioning, lifecycle automation
Backup & Resilience: Veritas NetBackup, enterprise backup, disaster recovery, business continuity
Monitoring & Management: ManageEngine OpManager, infrastructure monitoring, performance management
Microsoft Technologies: Microsoft Exchange Server, Exchange Hybrid, Microsoft 365, Azure Active Directory / Microsoft Entra ID
Enterprise Applications & ITSM: Oracle CRM, ManageEngine ServiceDesk Plus, ITIL service management, self-service support
Governance & Operations: IT governance, SLA management, KPI monitoring, MTTA, MTTR, incident and change management

EDUCATION

Bachelor of Science (B.Sc.) in Computer Engineering
Computer Man College for Computer Studies, Khartoum, Sudan

PROFESSIONAL CERTIFICATIONS

- Microsoft Certified Systems Engineer (MCSE)
- Cisco Certified Network Associate (CCNA)
- ITIL Foundation Certificate in IT Service Management

- ITIL Intermediate – Operational Support and Analysis (OSA)
- PRINCE2 Project Management
- Microsoft Certified: Azure Administrator Associate

LANGUAGES

Arabic: Native **English:** Fluent