Jihad Dib

33 Surrey Road, Maidstone, ME15 7HN| 07423 844 491 | jihad.dib@gmail.com | jihaddib.com | linkedin.com/in/jihaddib/

TECHNICALLY AND COMMERCIALLY ASTUTE IT MANAGER | OVER A DECADE OF INTERNATIONAL EXPERIENCE

Solutions-driven IT Manager with success spanning IT infrastructure, architecture, and strategy development. Outcome-focused IT leader, renowned for anticipating and reacting to major technology changes while building and implementing robust technology roadmaps and business cases. Harnessed influential leadership skills to overcome ambiguity at a senior level while negotiating with decision-makers to secure buy-in to cost-effective IT solutions and process change. Receptive to new and emerging technologies; IT industry thought leader and published author on diverse issues, including Deep Learning (ML). Recent achievements are complemented by an entrepreneurial spirit as founder of a successful telecoms company, as well as an impressive academic background (PhD graduate) - winner of multiple awards.

CORE COMPETENCIES

Project Management	Systems Design and Implementation
Staff Management and Training	Technical Troubleshooting
Strategic and Critical Thinking	Complex Problem Solving
IT Infrastructure Management	Relationship-Building
Network Design/Management	Decision-Making

Languages: Fluent English, French and Arabic | Basic Spanish and Japanese

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

PEARL HEALTHCARE GROUP, Canterbury
IT Manager (promoted from Systems Administrator in 2017)   **2015-Present**

Enjoyed over seven years of progression within this group of homes and care services, based in Lincolnshire and the Isle of Man; from initial role overseeing systems implementation, maintenance, IT diagnostics, and network monitoring as Systems Administrator to current role as IT Manager. Monitor and minimise operational expenditure in line with budgets of up to £100,000. Lead, motivate, and provide strategic direction to a high-performing IT team of twenty staff maximising critical IT infrastructure security, reliability, and resilience.

Key achievements
- Led network infrastructure procurement, installation, configuration and troubleshooting; designed and administered wired/wireless networks, as well as cloud-based VoIP telephony system, PBX, and conferencing systems.
- Cut team attrition and improved performance having trained technical and non-technical staff; utilised communication skills to articulate complex technical details to non-technical audiences in accessible formats.
- Improved operational efficiency through process automation; developed and deployed multiple back-office systems, including petty cash management, and attendance and RFID access systems.
- Articulated IT policies and strategies while creating and embedding comprehensive information security initiatives; balanced information security (InfoSec) needs against cybersecurity risks.
- Displayed agility to react to challenges posed by COVID-19; led asset procurement and allocation to facilitate seamless home working with zero impact to business operations.
- Performed gap analysis between business and technology solutions in previous business analysis role; translated business requirements into functional specifications.
- Defined information security and technology policy governance while harnessing influence to educate senior decision-makers on the technology landscape.
- Managed all aspects of IT asset management and procurement within budgets; sourced and negotiated with suppliers to secure favourable terms.
- Introduced remote IT device management and prevented unauthorised usage through MDM system rollout.
- Empowered software teams during critical implementations to ensure timely and within-budget completion.
- Safeguarded information assets and IT infrastructure integrity via robust security controls and processes.
- Defined and embedded IT protocols/SOPs in line with metrics, including Service Level Agreements (SLAs).
- Utilised strategic qualities to manage high-level IT issues, such as transformational change.

J-TELECOM, Tripoli, Lebanon
Founder   **2013-2023**

Translated ambitious vision into strategies to achieve challenging commercial objectives, growing to become Lebanon's leading international communications provider and mobile dealer.
- Deployed and configured gateway systems (Asterisk, FreeSWITCH, VoIP Switch) and proprietary SMS gateway.
- Programmed and implemented virtual PBX for customers with smart routing functions and error handling.
- Led all aspects of network administration, database management and IT infrastructure optimisation.
- Project-managed set-up and administration of VoIP phones and cloud AI-based IVR systems.
- Grew brand awareness via website design and implementation.

UNIVERSITY OF KENT, Canterbury
Research Assistant   **2020-2023**

- Designed and implemented AI-Based systems (full-stack development).
- Programmed different types of microcontrollers for various functionalities.
- Designed and implemented various PCBs and electronic ciruits.

UNIVERSITY OF KENT, Canterbury
Demonstrator   **2019-2023**

- Mentored and assessed third-year and master's students in topics, including VHDL, C/C++, MATLAB, Image Processing, and Digital Systems Implementation.
- Supported in the development and delivery of engaging course literature and sessions.
- Delivered engaging unsupervised lab demonstration.

EARLY CAREER SUMMARY

BOOKS2AFRICA UK, Dova | Logistics Assistant   **2015**
Book Referencing | Archiving | Data Entry | Software Installation and Maintenance

AMMAR ELECTRONICS, Tripoli Lebanon | Administrator   **2014**
Performance Tracking | Warehouse Monitoring | Financial Reporting | IT Management and Support

ALFA TELECOMMUNICATIONS, Beirut Lebanon | Radio and Network Planning Unit Assistant   **2013**
Network Performance Monitoring | Network Troubleshooting and Diagnosis | Site Survey and Reporting

TOUCH TELECOMMUNICATIONS, Beirut Lebanon | Network Planning Unit Assistant   **2012**
Network Planning | Frequency Planning | Site Surveys | Drive Tests

PROFESSIONAL DEVELOPMENT

Image Processing and Biometric Security | Computer Security and Cryptography | Embedded Systems Design
PCB Design and Implementation | Digital Systems Design | Database Systems | VHDL Programming | Software Engineering
COE Application (Mobile Programming) | Artificial Intelligence (AI) | Machine Learning (ML) | Deep Learning (DL)

EDUCATION AND QUALIFICATIONS

UNIVERSITY OF KENT, Canterbury
Doctor in Philosophy (PhD) Electronic Engineering   **2018-2023**
Bachelor in Computer Systems Engineering (First Class Honours)   **2015-2018**

- Completed research on AI-based systems design and implementation, microcontroller programming, electronic circuit design, and implementation while mentoring PhD. Researchers.
- Recipient of IET Award for Best Overall Design and Performance Undergraduate (Year One Robotics Competition).
- University of Kent V.S. Université Paris X Nanterre Robotics Competition - First Place.

Project highlights
- AI-Based Socially-Assistive Robotics (ABSAR): smart positive/negative obstacle avoiding wheelchair (funded by Engineering and Physical Sciences Research Council (EPSRC)).
- Real Smart Home (RSH) with Machine Learning (Multiprotocol and Multiplatform System).
- Robotics Project: advanced line follower (The Beast).
- Smart Collision Avoidant Wheelchair (SCAW).

PROFESSIONAL AFFILIATIONS

- **Member, Institute of Electrical and Electronics Engineers (IEEE)**
- **Member, Institute of Engineering and Technology (IET)**
- **Member, Internet Society (ISOC)**

TECHNICAL SKILLS

Programming: C/C++/C#, Python, JAVA, .Net Core, ASP.NET, PHP, SQL, CSS, HTML, JavaScript, Assembly, VHDL
Modelling: SPICE Analog Electronic Circuit Simulator, Simulink (MATLAB Modelling and Simulation), TINA-TI
Operating Systems: Windows Server, LINUX, Ubuntu, Debian, Raspbian and MacOS
Administration: Microsoft Office Suite, Azure Active Directory (AD), AWS, Microsoft365/SharePoint, PowerBI.
Other: Intel Quartus Prime (FPGA Design), PADS PCB Design, EAGLE Electronic Design Automation (EDA), Cryptography, Network Security, Embedded Systems, Microprocessors, Wolfram Mathematica, AutoCAD, RFID, Raspberry PI