SHERIEF FARID

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19+ years IT & Business experience with proven success of meeting technology and business needs for corporate customers

Ambitious, goal-focused, and self-motivated IT leader dedicated to providing customers with solutions that boost efficiency, cut costs, and strengthen availability, security, and performance of enterprise IT environments. Recognized for learning new technologies easily, devising creative solutions to problems, and empowering teams with tools and knowledge necessary to thrive in fast-paced environments. Adept at managing large-scale projects, coordinating resources and building strong rapport with all stakeholders to deliver on schedule under firm deadlines.

Expertise:

- ServiceNow Administration
- Scrum Master
- ITIL Best practices
- Project Management Methodology
- Client Engagement & Needs Analysis
- Metrics Development & Monitoring
- Vendor Relationship Management
- Infrastructure Design & Implementation

PROFESSIONAL EXPERIENCE

Symantec Corporartion, Mountain View, CA, USA

Configuration Managment Lead, 6/2018 – preset

Lead the execution of Configuration Management at Symantec with an eye on driving maturity with the people, process and tools up and ensuring the business is able to extract full value of the configuration data in the CMDB

Key Contributions:
- Redesigned the Discovery Infrastructure to provide full coverage of the Symantec ecosystem which includes Datacenters, Office Infrastructures and Azure cloud.
- Integrated the CMDB with EyeShare for automated 30-day patching
- Designed the solution to track and manage Network configuration deviations
- Enabled the network team to manage their Networks Circuits in the CMDB by introducing a new Network Circuit Class.

SERVICENOW INC, Santa Clara, CA, USA

ITOM Solution Architect, 7/2017 – 5/2018

Lead the implementation process for several ITOM Products to the IT Operations team from requirements gathering through application configuration and user acceptance testing to go-live and support transition.

Key Contributions:
- Implemented ServiceNow CMDB and Discovery reboot project to include all IT operations components and linked to the asset management process. CMDB efficiency was raised to 98% completeness.
- Implemented Operational intelligence as Customer "Zero"
- Build partnership with the ITOM Product teams to champion implementing SerivceNow Products as customer "Zero"

IT Product Manager, 1/2016 – 7/2017
Was responsible for shipping code to internal customers - such as, IT Infrastructure & Service Management, optimizing and enhancing business processes, ensuring alignment with ServiceNow product adoption.

Key Contributions:
- Implementing Event Management and Service Mapping for Corp IT with expected benefits of $3 MM USD over three years.
- Implemented Problem Management for Corp IT which resulted in 20% incident reduction in the first 3 months of implementation.
- Implemented NotifyNOW for the IT organization to handle Major Incidents and Critical Escalations. The Solution was implemented on ServiceNow eliminating the use of third party software with an initial cost saving of ~92% and increasing the response time by 50%

Senior Project Manager, 2/2014 – 12/2015
As a Senior Project Manager with the IT PMO group I was tasked with driving several initiatives to implement management solutions and projects with the goal to standardize IT Operations. I was also instrumental in testing the PPM Module in ServiceNow and suggesting methods and guidelines for using it for the IT PMO Group.

Key Contributions:
- Kirkland, WA Office move
- San Diego, CA Office expansion (new Building)
- Global Wireless Infrastructure redesign
- IT Support Workstation Management tools (Landesk and Casper)
- Global Public IP Migration and Internet Redundancy

BG GROUP - EGYPT, Cairo, Egypt

IT Project Manager, 8/2012 – 8/2013

Coordinate resources on three continents to deliver $5.5M IT and technology implementation project for new administration building; provide leadership across entire project life cycle, managing five contracting vendors, communication with internal and external stakeholders, and all major deliverables including proposals, kick off, risk assessment and management, post implementation review, and project close out/handover documents.

Key Contributions:
- Led teams to complete all construction, fit-out, installation, commissioning, and implementation on schedule despite period of significant regional instability; efforts included:
  - Tier 2 local data center and equipment rooms, LDC/SER passive components, structured cabling and fiber optics backbone, WAN and WiFi infrastructure, A/V systems, and security packages (Cisco CCTV and Access Control).

INDEPENDENT CONTRACT ENGAGEMENTS, Various locations

Business Technology Consultant, 6/2004 – 9/2006

Provided major enterprise clients with technology products, processes, and services to reduce workloads and promote cost-efficient business operations. s.

Key Contributions:
- Developed and streamlined clients' organizational infrastructures without compromising availability or performance of operating, IT, and reporting systems.
- Enhanced and managed complex enterprise communications and IT infrastructures, overseeing systems, networks, software, and resources across multiple platforms.
- Leveraged vast technical expertise to deliver training for NOKIA Africa and other regional market leaders, playing integral role in developing high-performance teams.

ENAP SIPETROL INTERNATIONAL, Egypt

Head of IT, 6/2007 – 11/2011

Drove development and execution of IT strategy for branch office with 60 users; defined and measured key performance indicators (KPIs) to provide executive leadership with clear picture of IT risks, status of projects, and systems health.

Key Contributions:

- Orchestrated $1.5M IT implementation for joint venture between Sipetrol Egypt and Egyptian General Petroleum Company. The project included designing and build out of Computer rooms, Structured cabling, Circuit provisioning, Hard ware procurement, and installation.
- Capitalized on deep understanding of business requirements and latest technologies to upgrade IT infrastructure, reduced costs without compromising quality of service.
- Created a project management framework that promoted PMP and ITIL best practices, leading to faster, more cost-efficient deployments.

ADDITIONAL EXPERIENCE

Technical Consultant - Pre-Sales, 10/2006 – 5/2007 ~ Synergy Prof. Services, Egypt

Systems Administrator (2005 – 2006) ~ IBM Global Services, Egypt

Senior Technical Support Engineer (2005) ~ Synergy Professional Services, Egypt

Resident Network Administrator (2003 – 2005) ~ British American Tobacco, Egypt (outsourced from Synergy Professional Services)

Resident Technical Support (2001 – 2003) ~ United States Agency for International Development (USAID), Egypt (outsourced from Synergy Professional Services)

On Call Technical Support (2001) ~ Synergy Professional Services, Egypt

Urban Planning and Design (1997 – 2001) ~ Various, Egypt

EDUCATION AND CREDENTIALS

BACHELOR OF SCIENCE IN URBAN AND REGIONAL PLANNING - 1997
CAIRO UNIVERSITY, Cairo, Egypt

Professional Certifications
ServiceNow Certified System Administrator ~ ITIL Foundation Certified (2011)
Microsoft Certified Systems Administrator (MCSA) ~ Microsoft Certified Professional (MCP)

Selected Professional Development
ServiceNow Implementation boot camp ~ ITIL 2011 Foundation ~ ServiceNow System Administration Training ~ Developing the Leader Within You ~ Training of Trainer (TOT) ~ CISSP Review ~ Business Continuity and IT Disaster Recovery ~ Safety Training Observation Program ~ Interconnecting Cisco Networking Devices.