Samer Batal

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EXTENDED SKILLS ADDENDUM

Comprehensive skills, tools & certification keyword index - attach when full technical depth is requested

IT Leadership & Strategy

IT Strategy & Roadmapping • Enterprise IT Strategy • Digital Transformation Leadership • Enterprise Architecture • IT Governance • IT Operations Management • IT Policy Development • Change Management • Organizational Change Leadership • Business-IT Alignment • Business Process Reengineering • Vendor Management • Vendor Negotiation • Contract Negotiation & Management • Budgeting & Cost Control • CapEx/OpEx Planning • Capacity Planning • SLA & KPI Management • Performance Metrics & Reporting • Stakeholder Engagement • Executive Reporting • Program Management • Portfolio Management • Team Leadership • People Management • Talent Development & Mentoring • Cross-Functional Collaboration • Multi-Site Operations Management • Multi-Region IT Operations • International IT Leadership • Technology Lifecycle Management • IT Roadmap Execution • IT Due Diligence

Project & Service Management

Project Management • PMP (Project Management Professional) • Agile Methodology • Scrum • Scrum Master Practices • Waterfall Methodology • Six Sigma • Six Sigma Yellow Belt • Lean Process Improvement • Continuous Improvement • ITIL v3 • IT Service Management (ITSM) • Incident Management • Problem Management • Change & Release Management • Configuration Management • Request Fulfillment • Service Catalog Development • Knowledge Management • Service Desk / Helpdesk Management • ServiceNow Administration • SLA Development & Management • Ticketing System Management • Root Cause Analysis • Risk Management • Project Lifecycle Management • Resource Allocation • Milestone & Deliverable Tracking

Soft Skills & Leadership Attributes

Executive Communication • Written & Verbal Communication • Strategic Thinking • Strategic Planning • Critical Thinking • Analytical Problem Solving • Decision-Making Under Pressure • Crisis Management • Team Building • Team Development • Coaching & Mentoring • Conflict Resolution • Negotiation Skills • Cross-Cultural Communication • Cross-Cultural Team Management • Multilingual Communication (English, Arabic, French) • Adaptability • Resilience • Time Management • Prioritization • Delegation • Accountability & Ownership • Customer Service Orientation • Stakeholder Management • Relationship Building • Influencing Skills • Emotional Intelligence • Attention to Detail • Innovation Mindset • Continuous Learning Orientation • Work Ethic • Integrity & Ethics in Leadership • Collaborative Leadership • Servant Leadership • Results-Driven Leadership

Cloud & Identity

Microsoft Azure • Azure Administration (AZ-104) • Azure Solutions Architecture (AZ-303/304) • Azure Fundamentals (AZ-900) • Google Cloud Platform (GCP) • Hybrid Cloud Architecture • Cloud Migration Strategy • Cloud Governance • Cloud Cost Optimization • Multi-Cloud Management • Microsoft Entra ID (Azure AD) • Identity & Access Management (IAM) • Identity Governance • Single Sign-On (SSO) • OAuth • SAML • Multi-Factor Authentication (MFA) • SaaS Management • IaaS • PaaS • Cloud Security Posture Management • Cloud Backup & Disaster Recovery

Networking

TCP/IP • DNS Management • DHCP Management • VPN Configuration & Management • VLAN Design & Configuration • WAN Architecture • LAN Architecture • Network Design & Topology Planning • Network Security Architecture • Firewall Configuration & Management • Azure Networking • Cisco Networking (CCNA) • Huawei Networking (HCIA-Datacom) • MikroTik Networking (MTCNA) • Ubiquiti Networking (UBRSS) • Meraki Network Management • Network Monitoring • Network Troubleshooting • Bandwidth Management • Wireless Network Design & Deployment

Cybersecurity, Risk & Compliance

Cybersecurity Strategy & Leadership • Cybersecurity Program Delivery • NIST Cybersecurity Framework • CIS Controls • Fortinet, Cisco, Sophos, SonicWall & WatchGuard Firewall Administration • Conditional Access Policies • Role-Based Access Control (RBAC) • ISO 27001 • ISO 27002 • Information Security Governance • Risk Assessment & Mitigation • Endpoint Security • Endpoint Detection & Response (EDR) • Vulnerability Management • Patch Management • Zero Trust Architecture • Network Access Control • Access Control Management • Security Policy Development & Enforcement • Microsoft Defender (Endpoint Detection & Response - EDR) • Splunk (SIEM / Security Monitoring) • ManageEngine (Vulnerability & Patch Management) • SolarWinds (Security & Infrastructure Monitoring) • Microsoft 365 Security Administration (MS-500) • Microsoft 365 Fundamentals (MS-900) • Security Incident Response • Business Continuity Planning (BCP) • Disaster Recovery Planning (DRP) • Data Loss Prevention (DLP) • Security Awareness Training • Data Privacy & Protection Practices • Third-Party / Vendor Risk Management • Audit Readiness • Security Compliance Reporting • Threat Detection & Monitoring

Backup, Disaster Recovery & Storage

Dell EMC ECS • Storage Recovery • File Recovery Procedures • Chain-of-Custody Data Handling • Veeam Backup & Replication • Veritas Backup Solutions • Symantec Backup Solutions • Disaster Recovery Execution • Backup Strategy & Administration • Business Continuity Management • High Availability (HA) Clustering • Failover Clustering • Virtual Machine Provisioning • Uptime & Reliability Engineering (99.9% SLA)

Application & File Integration

API Integration • SFTP / Managed File Transfer (MFT) • Enterprise Systems Integration • Secure Data Exchange • Job Orchestration & Scheduling Concepts • Systems Integration Testing

Infrastructure & Systems Administration

Windows Server Administration • Windows 10/11 Desktop Administration • Linux Administration • Active Directory (AD) Administration • Active Directory Replication & Multi-Site Troubleshooting • Group Policy Management (GPO) • PKI / Certificate Management (Create, Issue, Manage, Validate, Renew, Revoke Digital Certificates) • Exchange Online Administration • Microsoft Intune • Mobile Device Management (MDM) • WSUS • SCCM / MECM (Microsoft Endpoint Configuration Manager) • SCOM • SCVMM • Server Lifecycle Management • Server Hardening • System Performance Monitoring & Tuning • HPE iLO • HPE OneView • HPE ProLiant Rack & Blade Server Deployment • Dell & Microsoft End-User Hardware Platforms • PC Registry Management • Print Services Management • Antivirus Management Console Administration (Microsoft Defender) • VMware ESXi Administration • Hyper-V Administration • Proxmox Virtual Environment • Data Center Operations Management • IT Asset Management • Asset Lifecycle Management • Digital Workplace Technology • Patch & Update Management

Automation, Scripting & Monitoring

PowerShell Scripting • Python Scripting • GitHub Actions (CI/CD) • Google Apps Script • Process Automation Design • Workflow Automation • AI-Driven Automation • Robotic Process Automation (RPA) Concepts • IT Operations Automation • Monitoring Tool Administration • SolarWinds • Splunk • ManageEngine • Automated Reporting Systems • Script-Based System Administration • Task Scheduling & Orchestration

AI & Solution Architecture

AI Solutions Architecture • AI-Driven Process Automation • AI Strategy Development • Generative AI Integration • Solution Design & Blueprinting • Vendor Evaluation & Selection • Proof of Concept (POC) Development • Systems Integration • Enterprise Technology Roadmapping • Digital Solution Deployment • Technology Innovation Leadership • Emerging Technology Evaluation • Scalable Platform Architecture • Secure-by-Design Architecture Principles

Enterprise Systems & Business Applications

ERP Systems Management • MRP Systems Management • CRM Systems • Enterprise SaaS Administration & Governance • Power BI • SQL • Data Analytics • Business Intelligence (BI) • Microsoft Project • Microsoft 365 Administration • Microsoft Office Suite • Manufacturing Operations Systems Support • Production Systems Support • Point-of-Sale (POS) Systems • Finance Systems Integration • Payroll Systems Integration • Inventory Management Systems • Real-Time Analytics & Dashboards • KPI Dashboarding • Data-Driven Decision Making • Data Accuracy & Integrity Management • Reporting Automation

Quality, Compliance & Auditing

ISO 9001 (Quality Management Systems) • ISO 19011 (Management Systems Auditing) • ISO 27001 • ISO 27002 • Quality Assurance Management • Internal Audit Practices • Regulatory Compliance • Standards Implementation & Adherence • Documentation & Policy Governance

Education-Sector & Institutional IT

Educational Technology (EdTech) Infrastructure • School Information Systems • Multi-Campus IT Operations • Student Data Systems Support • Seasonal Operations Leadership • Summer Program Operations Management • Institutional Compliance • Facilities-Linked IT Support

Certifications

PMP – Project Management Professional • ITIL v3 Foundation • Six Sigma Yellow Belt • SCRUM Certification • ISO 27001 Certification • ISO 27002 Certification • ISO 9001 Certification • ISO 19011 Certification • Microsoft Certified: Azure Administrator (AZ-104) • Microsoft Certified: Azure Solutions Architect (AZ-303/304) • Microsoft Certified: Azure Fundamentals (AZ-900) • Microsoft Certified: Security Administrator (MS-500) • Microsoft Certified: Microsoft 365 Fundamentals (MS-900) • Cisco Certified Network Associate (CCNA) • Microsoft Certified Systems Administrator (MCSA) • Huawei Certified ICT Associate – Datacom (HCIA-Datacom) • MikroTik Certified Network Associate (MTCNA) • Ubiquiti Broadband Routing & Switching Specialist (UBRSS)