# Samer Batal

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## PROJECTS PORTFOLIO

*Representative projects and accomplishments by functional environment - attach for extended screening or technical interviews*

## LEADERSHIP & ENTERPRISE GOVERNANCE

### Enterprise IT Leadership & Strategy

*IT Strategy | Enterprise Infrastructure | IT Operations Management | Team Leadership | IT Service Delivery*

**Directed enterprise IT strategy and operations supporting 6,400+ users, achieving 99.9% uptime while aligning technology with business goals.**

- Developed and executed enterprise IT strategy aligned with business objectives, supporting 6,400+ users across distributed environments
- Sustained 99.9% system availability across mission-critical environments through disciplined IT service delivery
- Built and led a 12-person cross-functional IT team, improving service efficiency, reliability, and technical capability
- Directed strategic IT projects and budget planning, reducing costs by 25-30% while improving delivery timelines
- Aligned technology initiatives with organizational growth and digital transformation priorities

### IT Governance & Vendor Management

*IT Governance | Vendor Management | Licensing Optimization | MSP & Telecom Vendor Management | Compliance (ISO 27001)*

**Established IT governance and vendor management frameworks aligned with ISO 27001, reducing costs by 25-30% while strengthening compliance.**

- Established IT governance frameworks and policies aligned with ISO 27001 standards
- Oversaw vendor relationships, contracts, and procurement strategy across enterprise IT, including managed service providers and telecommunications partners
- Directed IT budgeting and financial planning, reducing operational costs by 25-30% through licensing optimization and contract renegotiation
- Implemented risk management policies and compliance controls across IT operations
- Improved vendor performance and accountability through structured KPI and SLA management

## AZURE CLOUD & IDENTITY

### Azure Infrastructure & Hybrid Cloud

*Cloud Architecture (Azure, Google Cloud) | Cloud Migration | Hybrid Cloud | IAM | Cloud Governance*

**Led hybrid cloud migration (Azure, Google Cloud) and infrastructure modernization, improving scalability by 35% and reducing operational costs.**

- Led migration to hybrid cloud environments (Azure, Google Cloud), improving scalability by 35% and system performance
- Designed Azure IaaS architecture supporting enterprise applications and services across 80+ server environments
- Optimized cloud governance and resource utilization, contributing to a 25-30% reduction in infrastructure and licensing costs
- Maintained 99.9% uptime across Azure and hybrid infrastructure through proactive management

### Identity & Access Management

*Identity & Access Management (IAM) | Microsoft Entra ID | SSO | OAuth | MFA | Conditional Access | RBAC | Active Directory | AD Replication | PKI / Certificate Management*

**Administered enterprise identity platforms across cloud and on-premises environments.**

- Administered Microsoft Entra ID (Azure AD) and Active Directory, including Single Sign-On (SSO), OAuth, and Multi-Factor Authentication (MFA) enforcement
- Implemented and governed access control policies across hybrid cloud and on-premises systems, strengthening identity security posture
- Managed Group Policy and enterprise directory services across distributed environments
- Configured Conditional Access policies and Role-Based Access Control (RBAC) to enforce least-privilege, context-aware authentication across cloud and on-premises systems
- Troubleshot Active Directory replication issues across multiple domain controllers and sites, ensuring consistent directory synchronization and identity availability

- Managed PKI (Public Key Infrastructure) the system used to create, issue, manage, validate, renew, and revoke digital certificates supporting secure authentication across enterprise systems

## NETWORKING & SECURITY

### Enterprise Network Infrastructure Design & Management

*Network Architecture (LAN/WAN) | VPN & Firewall Management | DNS/DHCP | Cisco & Huawei | High Availability*

**Designed and managed large-scale network environments (LAN/WAN, VPN, firewalls) using Cisco and Huawei appliances, sustaining high availability across multiple sites.**

- Designed and managed large-scale LAN/WAN, VPN, and firewall environments using Cisco and Huawei appliances
- Maintained high availability and secure connectivity across multiple distributed sites
- Managed DNS, DHCP, and core network services supporting 6,400+ users
- Implemented scalable network architectures supporting distributed, multi-site operations
- Optimized network performance through proactive capacity planning and design

### Network & Cloud Security Hardening

*Network Security | Firewall Configuration (Fortinet, Cisco, Sophos, SonicWall, WatchGuard) | Network Segmentation | Access Control | Compliance*

**Strengthened network and cloud security through segmentation, firewall policy, and access control, reducing exposure across wired, wireless, and cloud environments.**

- Reinforced network segmentation and firewall policy management (Fortinet, Cisco, Sophos, SonicWall, WatchGuard) to strengthen enterprise security posture
- Enforced access control policies ensuring secure user and system connectivity across wired, wireless, and cloud environments
- Hardened server and cloud configurations and enforced lifecycle management, reducing security exposure
- Reduced threat exposure through layered defense strategies and continuous monitoring (SolarWinds, Splunk, ManageEngine)
- Ensured compliance with security standards and organizational policy across all managed networks

### Network Monitoring & Incident Response

*Network Monitoring | Incident Response | Troubleshooting | Root Cause Analysis | Performance Optimization*

**Improved network reliability and reduced response times through proactive monitoring, troubleshooting, and incident response.**

- Oversaw network monitoring and incident response, improving system and service reliability
- Reduced response times through proactive troubleshooting and root cause analysis
- Coordinated issue resolution across internal teams and external service providers
- Maintained operational stability across network and infrastructure systems
- Improved uptime through continuous monitoring and performance tuning (SolarWinds, Splunk, ManageEngine)

## BACKUP, DISASTER RECOVERY & STORAGE RECOVERY

### Disaster Recovery & Storage Operations

*Disaster Recovery | Business Continuity | Backup & Recovery (Veeam, Veritas, Dell EMC ECS) | File Recovery & Chain of Custody | High Availability*

**Designed and executed business continuity, disaster recovery, and storage recovery programs, reducing recovery time by 55-60% and ensuring organizational resilience.**

- Designed disaster recovery and business continuity frameworks for mission-critical operations
- Administered backup solutions (Veeam, Veritas) and Dell EMC ECS storage environments, ensuring data integrity and rapid recovery across enterprise systems
- Directed file recovery and chain-of-custody procedures for critical data restoration in mission-critical environments
- Reduced system recovery time by 55-60% through optimized failover and restore processes
- Conducted regular DR testing and validation to confirm operational readiness
- Strengthened organizational resilience against system failures and service disruptions

## SYSTEMS ADMINISTRATION & INFRASTRUCTURE

### Enterprise Server & Storage Hardware

*Systems Administration | Windows Server | Linux | Active Directory | Virtualization (Hyper-V, VMware) | HPE iLO/OneView*

**Administered enterprise Windows/Linux server environments, storage, and virtualization platforms across 80+ servers on HPE and Dell hardware.**

- Administered Windows and Linux servers across 80+ systems, ensuring stability, security, and performance
- Managed HPE iLO and OneView administration for ProLiant rack and blade server deployment and lifecycle management
- Administered Microsoft endpoint and systems management platforms — SCCM (Microsoft Endpoint Configuration Manager) and SCOM (System Center Operations Manager) — for enterprise-wide patching, configuration, and monitoring
- Deployed and maintained Hyper-V and VMware virtualization platforms on HPE and Dell server hardware
- Managed Active Directory, Group Policy, and enterprise directory services across distributed environments
- Supported 6,400+ enterprise users with high-availability, high-performance systems

### Server & Patch Management

*Patch Management | System Hardening | Vulnerability Management | Endpoint Security | Compliance (ISO 27001, NIST, CIS Controls)*

**Directed system hardening, patch management, and lifecycle programs, reducing vulnerability exposure across enterprise environments.**

- Governed patch management and system hardening programs across enterprise environments
- Implemented vulnerability management practices, contributing to a 30% reduction in security incidents
- Enforced compliance with ISO 27001, NIST, and CIS Controls, and internal security policies across all managed systems
- Maintained system lifecycle management, including scheduled updates, upgrades, and end-of-life planning
- Improved audit readiness through structured patch and configuration documentation

## APPLICATION & FILE INTEGRATION

### Enterprise Integration & Secure File Transfer

*API Integration | SFTP / Managed File Transfer (MFT) | Enterprise Systems Integration | Secure Data Exchange*

**Supported enterprise application and file integration to enable secure, reliable data exchange across systems.**

- Supported application integration across enterprise systems using API-based connectivity
- Managed SFTP and Managed File Transfer (MFT) processes for secure enterprise data exchange
- Coordinated integration between infrastructure, security, and business application teams to ensure reliable data flow

## CYBERSECURITY & COMPLIANCE

### Enterprise Security Transformation

*Information Security | ISO 27001 | Security Governance | Risk Management | Compliance*

**Led implementation of an ISO 27001-aligned security framework, strengthening governance, risk management, and audit readiness across mission-critical systems.**

- Led implementation of an ISO 27001-aligned security framework across enterprise systems
- Strengthened governance, risk management, and compliance practices organization-wide
- Developed and enforced security policies and standards for mission-critical environments
- Improved security maturity and audit readiness through structured governance programs
- Aligned cybersecurity strategy with business objectives and regulatory requirements

### Cybersecurity Operations & Risk Management

*Security Operations (SOC) | Incident Response | Microsoft Defender | Splunk | ManageEngine | SolarWinds | Vulnerability Management | Threat Management*

**Directed security operations - incident response, vulnerability management, and endpoint protection for 6,000+ users, reducing incidents by 30%.**

- Managed security operations including incident response, vulnerability management, and endpoint protection for 6,000+ users
- Reduced security incidents by 30% through continuous risk assessment and remediation
- Implemented monitoring and response strategies to mitigate threats and reduce exposure
- Configured and monitored enterprise security platforms — Microsoft Defender (EDR), Splunk (SIEM), ManageEngine, and SolarWinds — to detect, investigate, and remediate threats across hybrid environments
- Coordinated cross-functional teams to investigate and resolve security incidents

- Improved recovery time by 55–60% for security-related disruptions

### Secure Digital Platform Enablement

*Application Security | Cloud Security | Secure Architecture | DevSecOps | Data Protection*

**Enabled secure deployment of enterprise digital platforms supporting 9,600+ users, balancing innovation with risk control.**

- Enabled secure deployment of enterprise digital platforms supporting 9,600+ users
- Integrated security controls into cloud and application architectures from design through deployment
- Established secure development and deployment practices across digital initiatives
- Balanced innovation with risk management through secure-by-design principles
- Improved platform scalability and security posture through modern cloud-based solutions

## AI & AUTOMATION

### AI Solution Architecture & Enterprise Adoption

*AI Solutions Architecture | Generative AI Integration | AI Strategy | Vendor Evaluation | Proof of Concept (POC) Development*

**Directed AI solution architecture and enterprise adoption strategy, delivering 10+ AI and cloud-based solutions that improved delivery timelines by 25% and operational efficiency by 30%.**

- Directed AI solution architecture across 10+ enterprise projects, from vendor evaluation through deployment and optimization
- Delivered AI and cloud-based digital solutions, improving delivery timelines by 25%
- Built secure, AI-enabled platforms supporting 9,600+ users, improving operational efficiency by 30%
- Led proof-of-concept development and vendor selection for emerging AI and automation technologies
- Advised executive stakeholders on AI strategy and enterprise technology roadmap decisions

### Automation & Operational Efficiency

*Process Automation | Workflow Automation | PowerShell / Python Scripting | GitHub Actions (CI/CD) | AI-Driven Automation | Infrastructure Automation*

**Directed automation initiatives across IT and network operations, reducing manual workload by 65-70% and improving decision-making speed by 90%.**

- Delivered automation initiatives reducing operational workload by 65-70% across IT and network functions
- Developed PowerShell and Python scripts, and GitHub Actions CI/CD pipelines, to streamline infrastructure, reporting, and administrative processes
- Implemented AI-driven workflow automation, reducing process completion time and manual errors
- Built automated monitoring and reporting tools (Power BI, SQL), improving decision-making speed by 90%
- Extended automation practices into network operations, improving consistency and reducing manual intervention

## ENTERPRISE DATA & BUSINESS SYSTEMS

### ERP/MRP & Business Systems Integration

*ERP/MRP Systems | Finance & Payroll Systems | Inventory & POS Integration | Data Accuracy | Manufacturing Operations Support*

**Owned and optimized ERP/MRP systems across finance, inventory, payroll, and POS operations, improving data accuracy and reporting efficiency across a multi-site environment.**

- Owned ERP/MRP systems supporting finance, inventory, payroll, and POS operations across multiple sites
- Improved data accuracy and reporting efficiency through system configuration, integration, and process standardization
- Supported manufacturing and production system operations, ensuring alignment between operational and financial data
- Coordinated with finance, HR, and operations stakeholders to resolve system issues and improve process flow
- Reduced reporting discrepancies through structured data governance and validation practices

### Business Intelligence & Data-Driven Decision Support

*Business Intelligence | Power BI | SQL | Real-Time Analytics | KPI Dashboarding*

**Built Power BI and SQL-based reporting solutions that improved decision-making speed by 90% and enabled real-time performance tracking across departments.**

- Designed Power BI dashboards and SQL-based reporting tools, improving decision-making speed by 90%
- Delivered real-time analytics that increased on-time operational execution from 85% to 97% in a live seasonal environment
- Standardized KPI and SLA reporting across IT and business functions for executive visibility
- Automated recurring reports, reducing manual reporting workload and improving data consistency
- Enabled data-driven decision-making for operations, finance, and leadership stakeholders

# IT SERVICE DELIVERY & GLOBAL OPERATIONS

## IT Service Desk & End-User Support

*Help Desk / End-User Support | Incident Management | ITSM (ServiceNow) | Ticket Trend Analysis | SLA Management*

**Managed IT service desk operations handling 90+ monthly incidents, using ticket-trend and performance data to improve satisfaction and reduce resolution time.**

- Managed IT service desk operations, handling 90+ monthly incidents across finance, operations, and end-user support
- Reduced support resolution time from 20 minutes to 8 minutes, achieving 98%+ satisfaction
- Analyzed ticket trends and incident data to identify recurring issues and prioritize root-cause remediation
- Implemented ITSM practices (ServiceNow) to standardize ticketing, SLA tracking, and escalation processes
- Improved first-contact resolution through structured troubleshooting and knowledge-base development

## Multi-Site & International IT Operations

*Multi-Site Operations | International IT Leadership | Cross-Cultural Team Management | Seasonal Operations | Program Management*

**Led IT and operational leadership across multi-site, international environments (UAE, UK, US), managing distributed teams and seasonal program delivery.**

- Led IT infrastructure and operations across multi-site environments in the UAE, UK, and US
- Directed seasonal operations for 200+ students and 50 staff across two international summer programs, increasing capacity by 25%
- Managed cross-cultural, multilingual teams (English, Arabic, French) across distributed regions
- Coordinated technology and operational alignment across international sites with varying regulatory and infrastructure requirements
- Adapted IT service delivery models to support both academic institutional and corporate operating environments

## ITSM Maturity & Service Catalog Development

*ITIL v3 | Service Catalog Development | Configuration Management | Knowledge Management | Request Fulfillment*

**Advanced ITSM process maturity across incident, problem, change, and request management, strengthening service catalog structure and operational documentation.**

- Matured ITSM practices across incident, problem, change, and request fulfillment processes in line with ITIL v3 principles
- Developed structured service catalog and knowledge-base documentation to standardize service delivery
- Implemented configuration management practices to improve asset and system record accuracy
- Reduced recurring incidents through problem management and root-cause tracking
- Aligned ITSM processes with organizational SLAs, improving transparency for business stakeholders

## Digital Workplace & Distributed Workforce Enablement

*Digital Workplace Technology | Endpoint Management (Intune, SCCM/MECM) | Windows 10/11 | Dell & Microsoft Hardware | Microsoft 365 | Remote Workforce Enablement | Collaboration Platforms*

**Modernized digital workplace technology and endpoint management, enabling secure, productive support for distributed and multi-site staff.**

- Directed endpoint management and device lifecycle programs (Microsoft Intune, SCCM/MECM) for Windows 10/11 desktops and laptops (Dell, Microsoft hardware) supporting distributed staff across multiple sites
- Administered Microsoft 365 collaboration and productivity platforms supporting 6,400+ users
- Enabled secure remote and hybrid technology access across international, multi-site operations
- Standardized device provisioning, compliance, and support processes for a distributed workforce
- Managed PC registry configuration, print services, and antivirus management console administration (Microsoft Defender) as part of end-user device support
- Improved digital workplace experience through streamlined onboarding, access provisioning, and self-service support resources

*References available upon request*