

# Wael Badrachani, PMP®

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Resource Management | Project Management | IT Operations | System Administration

## Professional Summary

Results-driven IT professional and certified Project Manager with over 15 years of experience in leading IT operations, project delivery, and cross-functional teams across the MENA and European regions. Proven track record in resource management, infrastructure administration, and strategic planning, with a strong focus on process improvement, change management, and stakeholder engagement.

## Professional Experience

### Aspire Software – Beirut, Lebanon

#### Senior Resource Manager | Feb 2023 – Present

- Line management responsibilities for team members, collaborating across the organization to understand and meet current and forecast demand, as well as ensuring competence requirements and development/training needs were met.
- Assisted in delivering the IT & support strategy across the company, working with subsidiaries, Platform, Solutions, and Technology Architecture teams to identify and remove impediments impacting team delivery
- Led talent acquisition efforts internally and externally to satisfy future demand and skill requirements for the team.
- Maintained a flexible resource model to adjust team capacity based on demand, ensuring competence fit, utilization, and billability of team members
- Partnered with leadership to deliver reliable and efficient daily operating processes and capabilities.
- Fostered a culture of continuous improvement and change across engineering teams through regular reviews and communication of processes and procedures.
- Managed relationships with subsidiary managers and onshore SMEs to promote knowledge sharing.
- Provided meaningful feedback on staff performance and contributed to staff development plans.
- Prepared regular project progress and cost reports.

## **CSC Group Overseas – Beirut, Lebanon**

### *IT-System Section Head / Librarian / Jul 2014 – Feb 2023*

- Supervise, lead and operate a team of 3 IT support specialists responsible for providing expert and high-quality technical support to 350 + employees and external support for banks in 30 countries in the Middle East, Africa and Europe.
- Research, identify and appraise emerging technologies, hardware, and software to provide strategic recommendations.
- Contribute to the successful delivery of large-scale company projects. (upgrades, migrations, and budgeting).
- Participate in the annual budget of IT related expenditures within the specified limits and cost limitations.
- Responsible for all in-house technical support
  - FTP Management for all CSC network banks.
  - Microsoft System Infrastructure Administration and File Sharing Access.
  - Supported Microsoft technology. (AD-DS, DNS, DHCP, CA, DFS, Hyper-V, etc.).
  - Assisted with all aspects of Data Centers work (CSC-Lebanon, CSC-DR Site, CSC-Cyprus, and CSC-Iraq).
  - Administered Mail System on premises, clustered enterprise environment, handling mail routing and mail-flow related issues, and Mail Archiving solution (Symantec Enterprise Vault)
  - Handled systems security by configuring, monitoring, and maintaining virus protection software (Kaspersky, Bit9, Fireeye HX)
  - Tracked vulnerabilities and patching status of all operating systems, applications, and systems (WSUS, SCCM, GFI LanGard).
  - Troubleshooted hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
  - Performed regular backup operations and implemented appropriate processes for data protection, disaster recovery, and failover procedures (Veritas NetBackup, Veeam, CA Arcserve, Networker).
  - Provided support for the HR application (People 365)
  - Provided after-hours support for Infrastructure-related emergencies as well as occasional weekend maintenance.
  - VMware VDI infrastructure deployment and maintenance.
  - Computers hardware purchase and operating systems maintenance.
  - Applications and patching deployment.
  - Backup system maintenance and management.

#### IT Technician Senior Officer / Jul 2009 – Jul 2014

- Maintained IT inventory and ensured timely updates and support.
- Delivered reliable support across hardware, software, and network systems.

#### IT Senior Support Staff / Sep 2009 – Jul 2009

- Monitored and supported banking network and ATM systems.
- Assisted with basic server maintenance and troubleshooting.

#### **Port of Beirut – Beirut, Lebanon**

#### IT Technician Intern / Jun 2008 – Jul 2008

- Gained exposure to basic IT operations and infrastructure.

### **Education**

- MBA – Master of Business Administration, Beirut Arab University, Beirut, Lebanon | Jan 2012
- Bachelor of Computer Science, Beirut Arab University, Beirut, Lebanon | Jun 2009
- Lebanese Baccalaureate in General Science, Lycée Abdel Kader, Beirut, Lebanon | Jun 2005

### **Certifications**

- PMP® – Project Management Professional | Valid until Jan 2025
- ITIL Foundation Certificate | Feb 2023
- Microsoft Certified IT Professional (MCITP) | Jan 2012
- Cisco Certified Network Associate (CCNA) | Nov 2008

### **Languages**

- Arabic – Native
- English – Full Professional Proficiency
- French – Full Professional Proficiency

### **Technical Skills**

- Microsoft Windows Server, Exchange, DFS, GPO
- VMware Horizon, VDI, Hyper-V
- Veeam, Veritas NetBackup, CA Arcserve
- DNS, DHCP, WSUS, SCCM
- FireEye HX, Symantec EV, Kaspersky

- FTP, SMTP, SFTP, People 365

### **Core Competencies**

- Leadership & Team Management
- Resource Planning & Allocation
- Talent Acquisition & Retention
- Project Management (PMP® Certified)
- IT Infrastructure & System Administration
- Strategic Planning & Budgeting
- Change & Process Management
- Stakeholder & Vendor Management
- Communication & Conflict Resolution

### **Additional Information**

- Participated in anti-money laundering training organized by the National Association of Banks.
- Worked part-time as a nursing orderly during college (Makassed General Hospital).
- Attended environmental seminars hosted by USJ.
- Continuously follows the latest in global tech innovation.