

# AYMEN ADHAMI

Senior IT Infrastructure  
Manager

## CONTACT

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## CORE COMPETENCIES

Infrastructure & Security  
(FortiGate, Cisco)

Business Continuity  
(Veeam, Commvault)

ERP Systems & Databases  
(SQL, NAV, NetSuite)

Help Desk Operations  
& Ticketing Systems

Power BI & KPI  
Dashboards

Cloud Infrastructure  
(Azure, AWS, O365)

ITIL Service  
Management

Vendor Management  
& Licensing

Project Management  
& Team Leadership

## CERTIFICATIONS

Certified Ethical Hacker (CEH)  
August 2015

Cisco CCNA  
August 2011

Microsoft MCSE  
June 2006

ITIL Foundation  
April 2021

Data Science Track  
Johns Hopkins, Oct 2018

## EDUCATION

**M.Sc. Computer Science**  
Distributed Computing  
University Putra Malaysia  
June 2003 | Dean's List

## EXECUTIVE PROFILE

Senior IT Infrastructure Manager with 23+ years of international experience leading technology operations across manufacturing, healthcare, and MSP sectors. Proven success in ensuring business-critical system availability, implementing disaster recovery and backup strategies, and managing infrastructure projects from design through deployment. Hands-on leader skilled in network security (FortiGate, Cisco), ERP system integration, and help desk operations. Adept at managing teams, vendor relationships, and IT budgets while driving continuous improvement in system performance and user satisfaction. Published researcher with academic background in distributed computing and network security. ITIL-certified professional recognized for integrity, innovation, and delivering measurable operational value.

## PROFESSIONAL EXPERIENCE

### Senior IT Manager

Bank Brothers Sustainable Ingredients | Jan 2025 – Present

- ▶ Leading IT infrastructure and operations for a sustainable food manufacturing enterprise, ensuring system availability, security, and scalability across production and office environments.
- ▶ Leading ERP replacement program as program owner: conducting vendor evaluations (Aptean, Acumatica, Oracle NetSuite), gap analysis, cost/ROI modeling with projected \$250K annual efficiency gains.
- ▶ Implemented cybersecurity stack: KnowBe4 (phishing/training), Field Effect Guardian Shield, Microsoft Secure Score remediation, and DMARC email security.
- ▶ Managed MSP transition and vendor relationships; directly engaged with service providers on infrastructure support and incident response.
- ▶ Authored IT governance policies: MFA enforcement, password rotation, acceptable use, backup & recovery, and incident response procedures.
- ▶ Designed Power BI dashboard portfolio: GM Executive Dashboard (live KPIs, 4K display), FTB Quality Dashboard, Yields Dashboard, and QA/Lab Reporting.
- ▶ Developed Invoice Flow Central system using Power Apps and SharePoint: multi-stage approval workflow, role-based UX, audit logging.
- ▶ Led network asset discovery project: SolarWinds integration, MAC normalization, user attribution for 180+ devices.

### Senior IT Manager

Martinrea International – Toronto, ON | Aug 2021 – Jan 2025

- ▶ Led global IT operations for a leading auto parts manufacturer, supporting over 50 sites across 5 continents.
- ▶ Headed ITGlue documentation project to document existing resources for 54 branches globally.
- ▶ Led Zabbix monitoring deployment, Rapid7 Security Project, and Team Room Migration project.
- ▶ Directed IT strategy, Power BI adoption, and served as core

## **B.Sc. Computer Science**

Minor: Finance & Banking  
Yarmouk University, Jordan  
June 2001

## **LANGUAGES**

English: Expert (IELTS 8)

Arabic: Native

Malay: Intermediate

contributor to AI/ML Strategic Committee.

- ▶ Managed end-to-end security operations, led incident response, and ensured disaster recovery/business continuity.

## **Account Manager & Service Team Lead**

Stronghold I.T. – London, ON | Jan 2019 – Aug 2021

- ▶ Managed strategic accounts and a 15-member service team for 100+ MSP clients across healthcare, dental, and logistics sectors.
- ▶ Improved SLAs by 35%, oversaw 5000+ Chromebook deployment across 5 weeks, led KPI dashboard reporting.
- ▶ Budget, schedule and managed active projects for over 26 clients; coordinated emergency response team.
- ▶ Supported Windows, MAC, and Linux operating systems; experience with AWS, Intune, and Samsung MDM.

## **Resident IT Manager**

Southwestern Public Health – London, ON (via Stronghold) | Jan 2019 – Aug 2020

- ▶ Oversaw IT operations aligned with PHIPA compliance, upgraded remote access and infrastructure.
- ▶ Administered IT equipment including servers, networking, video conferencing; managed software licensing.

## **Contract IT Consultant**

TEKsystems – London, ON | Feb 2018 – Jan 2019

- ▶ Delivered enterprise IT support and secure data migrations for major retail client.
- ▶ Deployed end user devices, configured Cisco Voice Pick phones, migrated and securely wiped systems.

## **Chief IT Manager**

Zeominds – London, ON | May 2008 – Jan 2018

- ▶ Led managed services for MSP clients, ERP software integration, and FortiGate firewall/VPN management.
- ▶ Provided implementation, configuration, deployment and support of client computing devices and servers.
- ▶ Set up monitoring and reporting systems; managed pro-active maintenance on all computing equipment.

## **Lecturer**

Academic Institutions – Oman & Malaysia | Jan 2003 – Aug 2016

- ▶ Sur College of Applied Sciences (May 2013–Aug 2016): Taught Computer Networks, Security, Database Design; led Raspberry Pi Beowulf Cluster project; advised award-winning student projects.
- ▶ Shinas College of Technology (Dec 2011–Dec 2012): Taught CCNA curriculum, C++, VB, Database Design; advised robotics project winning GCC area awards.
- ▶ Taylor's University (Jan 2010–Dec 2011): American Degree Program; led student training placement achieving 100% placement rate.
- ▶ Multimedia University & ITJ College (Sep 2003–Dec 2009): Taught networking, Java, C++; supervised Master's student (grade: A); served as webmaster.



## COMMUNITY IMPACT & PUBLICATIONS

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- ▶ Taught 1,000+ senior government employees basic computer literacy (Oman, 2012–2016)
- ▶ Multiple awards for academic excellence from Sur College and Multimedia University (Best Lecturer 2005, 2007)
- ▶ Published 7 peer-reviewed papers on LDAP security, distributed databases, and Mobile IPv6 mobility management