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- Kareem Al Tobgy was graduated at the Faculty of Engineering – Alexandria University - 1995
 - Kareem has a proven record and experience in itSM, IT Managed Services Models, Processes, SLAs and OLAs, as shown below:
 - Since December 2007 - Kareem is appointed to establish and manage ITS Global Services Delivery Centre in Cairo in – operating on 24x7 basis to provide remote IT support and managed services to mission critical ITS customer base in 24 countries specialized in banking and telecom industries.
 - During 2007 - Kareem was appointed to design and implement the Services Processes and Procedures of the payments processing centre, and to roll-out the procedures within different banks.
 - During 2006 Kareem was appointed to design and manage the implementation of a Payments Processing Centre with a capacity of 1,000,000 payment transactions per day.
 - During 2005 - Kareem was appointed to design and implement the IT Infrastructure for several banks in the region.
 - Between 2001 and 2006 - Kareem was appointed to manage the IT Operations of several financial institutions across the region operating in an Outsourced managed services model.
 - In addition to the above experience and competencies, Kareem has proven record in the leadership and management skills like:
 - Handle efficient IT maintenance cost, provide workable strategies, and lead teams to achieve objectives.
 - Implement ITIL framework and guidelines for service delivery and service management for mission critical operations organizations.
 - Build, develop and Mentor highly productive and motivated effective teams.
 - Project management to deploy the Enterprise Management Systems (EMS) within different business sectors.
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