

Omar Ahmed Sharif

Service Delivery – IT Support Manager

17+ years experienced and knowledgeable Information Technology Manager adept at overseeing Service Delivery and Service Desk processes and teams within customer-centric IT settings – Demonstrates a deep understanding ITIL best practices. Proficient in tackling intricate operational challenges and excels in attention to detail as a Lead with exceptional organizational abilities. Capable of managing multiple accounts concurrently with precision and efficiency.

Work History

Aug 2021 to
Sept 2025

Service Delivery Manager

Ministry Of Public Health – Doha -Qatar

Since Feb 2025

- Maintaining end-to-end accountability for customer satisfaction and overall delivery excellence and meeting the SLA and KPI for IT support (L1 and L2 tickets)
- Taking ownership of complete support Lifecycle - critical incidents, coordinating with resolution parties, and establishing effective communication between stakeholders
- Provided ongoing training opportunities for team members to develop their skills and stay updated with changing technologies.

Wipro Ltd, **National Grid - United Kingdom**

Aug 2021 to Dec 2024

- Monitoring Progress and Performance: Tracking team progress, identify potential bottlenecks or issues, and take proactive measures to address.
- Handling IT Solutions, Vendor Management, Assets Management, Negotiations and New Initiatives.
- Promoted a culture of continuous improvement through regular process evaluations, trainings, team building activities also identifying areas for enhancement or streamlining initiatives.

Contact

Mobile

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E-mail

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Technical Profile

- Microsoft Dynamics 365
- IT Team Management
- Power BI
- Microsoft Windows
- Change Manager
- Microsoft SQL Server
- ITIL Expert
- Salesforce / BMC
- ERP / CRM
- SLA / KPI / CSAT
- Service Delivery
- Service Excellence
- SDLC – complete cycle
- Network Security

Competencies

Expert Service Delivery
Lead - Leading IT support teams across globe

Excellent Decision-making, leadership, and time-management skills.

Knowledge management

Incident Management

Hardware troubleshooting

Escalation management

2019-12 -
2021-07

IT Manager – Transformation

Détente Technologies, Qatar

- Responsible for defining and Setting Clear Goals and Objectives that align with the organization's vision and priorities.
- Oversee IT projects from inception to completion, ensuring they are delivered on time
- Develop and manage IT budget, ensuring all resources are allocated effectively.
- Supervise and mentor IT staff, fostering productive work environment.

2014-02 -
2019-11

Application Support - Global Lead

Schlumberger Global Services, Dubai

- Spearhead the complete Software development cycle from creating BRD/FRD to getting it released to Production – complete SDLC cycle.
- Streamlined support processes for improved end-user experience and reduced resolution times.
- Advised project teams on best practices for application support, contributing to the success of numerous projects and implementations.

2013-04 -
2013-12

IT Support Analyst

Abu Dhabi Investment Council, Abu Dhabi

- Served as a 2nd level/support analyst receiving escalated problems from first level support.
- Provided on-site technical support for desktop PC/Laptops, Printers, updating current infrastructure and deploying new software in person, desktop remote connection, automation, and Team viewer.
- Responsible for the day-to-day support of all IT systems, business systems, office systems etc.

Education

Diploma: Computer Applications

Al Sofia Institute of Management - India

Bachelor of Commerce: Accounting and Finance

Karnataka State Open University - India

Service Desk Operations

ITIL Knowledge

Reporting and analysis

Client Relationship
Management

Coaching and Mentoring

Team Management

Incoming Call
Management

User Training

Technical Troubleshooting

Certifications

PMP certified, 2024

Certified Wipro People
Manager – 2023

Change Management and
Leadership Management

ITIL Foundation, 2016

Six Sigma Certified, 2015

Microsoft Certified Systems
Administrator, 2011

Microsoft Certified IT
Professional, 2011

Microsoft Certified
Technology Specialist, 2011

Microsoft Certified
Professional, 2011

Scrum Foundation
Professional, 2021