

MATIG MANOUGIAN

PMP – CISM – CISSP – CRISC – ITIL - MCTS - MCSE Msg.

MCSA Msg. – TCSP – A+ – CCA

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Nationality: Armenian and Syrian

Career Profile – Overview

An experienced businessman with cybersecurity and virtualization technical background; able to utilize the deep technical knowledge in gaining the customer trust and developing the sales cycle forward.

An IT professional with multiple years of pre-sales, service delivery, projects and team management experience in multinational and local IT leading organizations, and a solid record of engaging with enterprise customers in different levels and drive the relationship with them into satisfaction.

Multiple years in sales and business development practice that was able to successfully increase the Abu Dhabi business of a cybersecurity consulting organization into a decent share of the market, with respectful government, energy and enterprise organizations.

An expert who understands the customer operations and service level requirements and able to engage with diverse sizes of customers in different levels and able to drive the relationship with them into satisfaction

Working for Citrix Systems and Trend Micro in service delivery management positions has exposed me to some of the largest, most complex and diverse corporate, financial, government and service provider infrastructures across the Middle East region. As the technical advisor of leading technology companies in the most critical and attractive IT fields (virtualization and security), I delivered expert advanced services to high profile clients across Middle East region and assured their satisfaction of the services provided. This experience and knowledge were fully utilized in driving the sales business in Abu Dhabi and was able to successfully penetrate several major accounts in the region and build trust-based relationship with them.

I'm a person who is interested in developing his career further and occupy positions where I am ambitious to find more challenge and responsibilities and can expand my abilities and develop my skills yet further, this is why I keep developing myself and constantly achieve further certifications and knowledge.

Experience

DTS Solution

Dubai– UAE

Nov 2014 – Current

Business Development Manager – Abu Dhabi

DTS Solution is a leading information security and cybersecurity consulting and solutions provider organization, proud of being able to prove ourselves in the market by our technical expertise and proficiency, DTS provides sophisticated solutions and services that help organizations protect their environment against security threats.

- Prior to my engagement, the company had limited access to the Abu Dhabi market, considering the fact that it was based in Dubai. I was successfully able to grow the business in Abu Dhabi to reach more than half of DTS Solution total business amount, the access to the customers is grown and the business is mature in Abu Dhabi. We have a respectful share of Abu Dhabi cybersecurity market and the trust of some key customers.
- Successfully was able to penetrate new major accounts including banks, government, and energy industries, and drove the relationship into partnership, where they openly discuss with us their plans and ask us for consultation.
- Part of the responsibilities is to manage Abu Dhabi accounts and develop the relationship with them. Within a short period, I successfully built large customer base and gain their trust, I was engaged and earned several critical and sophisticated projects.
- As a Business Development Manager for a small company, I am directly involved in projects management and delivery of services of Abu Dhabi accounts

Arti Information Technology Solutions

Sharjah – UAE

Apr 2011 – July 2020

Owner – General Manager

Arti Information Technology Solutions is a System Integrator focusing on Virtualization, IT Security, Cloud Technologies and IT Systems. We provide all the services & products you need in order to build your own or to use public cloud services in highly secure, flexible and stable environment.

- Successfully was able to build the sales and technical team and put it on track of the business
- Built the sales strategy, and successfully was able to recruit an efficient sales team that was able to achieve very satisfying results and able to reach a substantial number of customers within a short period of time.
- Built strong relationship with vendors and distributor partners in a way that can assure smooth business and proper support.

Citrix Systems

Dubai – UAE

Jan 2010 – Sep 2011

Senior Technical Relationship Manager at Citrix Systems ME

Citrix combines virtualization, networking, and cloud computing technologies into a full portfolio of products that enable virtual workstyles for users and virtual datacenters for IT. Citrix virtualization products and Software as a Service offerings radically simplify computing for millions of users, to deliver IT as an on-demand service to any user, in any location on any device.

- Proofed me as the customer's technically trusted advisor and single point of contact through managing their support services delivery and helping in their projects, as well as taking care of other pre-sales activities related to the customer

in order to develop the business with them. At the same time positively represented the customer within the Citrix team as their advocate so they have a powerful long-term partnership

- Supported customers in achieving their IT strategies through working closely with them, coordinating through periodic Planning Meetings and coordinating with different Citrix internal teams to help the customers in achieving their targets.
- In addition to my duties as TRM represented the support organization as the only member in the region. And as being so I've been involved in the sales process too, I actively helped Account Managers in approaching the customers, by visiting customers and explaining the added value of such deal.

Trend Micro

Dubai – UAE

Nov 2007 – Dec 2009

Technical Account Manager at Trend Micro

Trend Micro Incorporated is a global leader in network antivirus and Internet content security software and services. Trend Micro was a pioneer in secure content and threat management. Trend Micro continues to advance its comprehensive approach to management of content security threats into the Internet cloud, encompassing information flow beyond the boundaries of the network.

- Successfully developed and enhanced the relationship with key accounts in the GCC by working closely with them and guiding them throughout the working partnership that satisfies customer expectations.
- Actively helped the Premium Support customers to get the most effective use of their application and solutions, In addition, decreased the lifetime of any service request to the minimum possible, as well as efficiently effected clients' projects to a smooth end and helped them in their purchases of other Trend Micro products.
- As a TAM, I took full responsibility for the maintenance of each PSP account; developed strong relationships with customers & from there guided the development of Trend Micro business within those accounts.
- Managed to defeat the existing challenges of unsatisfied customers and build a trust relationship between them and Trend Micro so they started investing more in Trend Micro products

Exceed IT Services and Training

Abu Dhabi – UAE

April 2006 – Nov 2007

IT Technical Consultant at Exceed IT Services

Exceed is Microsoft Gold Partner in Enterprise Accounts and Training, Exceed is the Information Technology professional organization that provides high-quality IT Solutions & Training through partnerships with the leading companies. The reputation of Exceed is that it provides professional and efficient services through its specialized and expert consultants.

Exceed implemented projects and consulting tasks for enterprise accounts using a combination of Project Management and ITIL standards that can fit on the specified project.

- As responsible for the customers' pre-sales requirements and implementation projects; developed my skills in projects managing and implementation so I was able to positively affect the projects' processes and help in the success of the assignments.
- Proactively adapted new technologies and products and covered projects of Microsoft communication and collaboration products' portfolio in addition to general Microsoft networking and security services.

Bayanat Data Processing Systems

Abu Dhabi – UAE

July 2005 - March 2006

Customer Support Engineer at Bayanat DPS (Currently Dimension Data)

Data Processing Systems (Currently Dimension Data) is a leading Information Technology, Telecommunications and Aviation technologies provider in UAE. DPS is a partner of key networking and security providers like Cisco Systems, Foundry, Trend Micro, StoneSoft, Top Layer and Nexans; in addition to some other enterprise providers.

- Supported customers to design, deploy, implement and maintain networking products in multivendor environments by taking care of the most parts of the sales cycle as well as the post-sales support of the products.
- Some of the products I focused on are products of Cisco, Microsoft, Trend Micro, Stonesoft, Exinda, SurfControl, Top Layer and some other brands

Syriatel GSM

Damascus – Syria

Nov 2002- July 2005

System Team Leader at Syriatel GSM

Syriatel is one of the GSM providers in Syria, it has approximately 1500 employees with an enterprise network that support the GSM network in addition to the Employee needs

- With the team of administrators managed the Microsoft systems environment with the servers and services necessary for business continuity through analyzing, planning, implementing and maintaining necessary components.
- Developed the network through testing and evaluating products and services and deploying new features and services till we had a secure and reliable system that can support the business requirements.

ACCAD Institute

Aleppo then Damascus – Syria

April 2000-July 2002

Instructor & Network Administrator at ACCAD Institute

- I used to teach and instruct MCSE, CCNA and A+ courses. In addition to preparing the labs and taking care of the network components.

Education

Negotiation Mastery

Harvard Business School Online - Harvard Business School Course

May 2020

Harvard Business School

Business Information Technology - BIT

University of Greenwich - Business Information Technology

Feb 2009

University of Greenwich

BTEC Professional – Computing and Business Applications

Professional Degree in Computing and Business Applications

Nov 2006

Edexcel

Diploma in Computing and Marketing Sciences

Diploma in Computing and Business application.

Mar 2006

Syrian Virtual University

BTEC HND – Diploma in Computing and Business Applications

Higher National Diploma in Computing and Business Applications.

Nov 2005

Edexcel

Major Certifications

HND (Higher National Diploma in Business and Computing Applications) from [Edexcel](#)

CRISC (Certified in Risk and Information Systems Control) from [ISACA](#)

PMP (Project Management Professional) from [PMI](#)

CISM (Certified Information Security Manager) from [ISACA](#)

CISSP (Certified Information Systems Security Professional) from [ISC²](#)

ITIL Foundation (IT Infrastructure Library Foundation) from [OGC](#)

CCA (Citrix Certified Administrator) from [Citrix](#)

MCTS (Microsoft Certified Technology Specialist) from [Microsoft](#)

MCSE Messaging (Microsoft Certified Systems Engineer - Messaging) from [Microsoft](#)

CCNP (Cisco Certified Network Professional) from [Cisco](#) (Expired)

MCSA Messaging (Microsoft Certified System Administrator - Messaging) from [Microsoft](#)

A+ (CompTia Computer Maintenance Certification) from [CompTia](#)

TCSM (Trend Micro Certified Security Master) from [Trend Micro](#)

Personal Profile

Creative hard worker, initiator and self-dependent person who believes that he can add his cent to the business value chain, a person who digs his carrier path through continues developing and determination.

I believe that with hard working, determination and team playing there is nothing impossible.

Have good communication skills, the awareness of customer requirements and provider understanding.

Understand business and technical requirements and keep balance between them, especially recognize the business needs of the customers and able to fulfill their needs and achieve their expectations.

Languages

Fluently Speaking, Writing and Reading **English, Arabic and Armenia**