**OSAMA HAMED**

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**TECHNICAL SKILLS:**

* Microsoft Office Suite
* Microsoft Project
* Agile Methodology
* Waterfall Methodology
* SharePoint
* PowerBi
* Visio
* Azure Cloud
* BMC RemedyForce
* SQL
* Tableau
* Python

**PROFESSIONAL EXPERIENCE:**

**Hill-Rom Holding, Inc.**, Batesville, IN **Jan 2018 - Jan 2020**

**Information Technology Leadership Development Program**

* IT Governance
	+ Researched and determined IT contracts in preparation for Ariba implementation.
* Project Management
	+ Worked with outsource vendor to Migrate and Decommission 150+ servers to the Azure Cloud platform, resulting in monthly savings of $30,000.
	+ Organized and led weekly team meetings and bi-weekly stakeholder meetings.
	+ Provided oversight and coordinated with teams of 5-10 on multiple server migrations, communicating issues and requesting feedback to ensure on-time migrations.
	+ Gained knowledge of the Cloud migration process.
	+ Created visually impactful dashboards in Excel and PowerBi for data reporting by using pivot tables and VLOOKUP
	+ Extracted, interpreted and analyzed data to identify key metrics and transform raw data into meaningful, actionable information.
	+ Utilized SQL Server to import and clean up data from additional sources.
* Continuous Improvement
	+ Actively participated in Lean Boot Camp using the manufacturing process as an example to continuously improve.
	+ Identified a reoccurring issue and implemented a CI which reduced Service Level Agreement times by 10%.
* Enterprise Architecture
	+ Implemented an Application Portfolio Management tool in a team setting to be used for supporting strategic objectives.
	+ Created an interactive IT Projects Roadmap using PowerBi.
	+ Created a training document for using Microsoft Project.
* Enterprise Shared Services
	+ Used RemedyForce to resolve incidents and service requests involving Microsoft Office products.
	+ Served as a Project Manager for identification and removal of Local Administration Privileges to 10,000+ workstations, increasing enterprise security.
	+ Investigation and removal of unused Skype accounts saving the company $4.00 per license each month.
* Service Delivery
	+ Worked directly with users to diagnose, troubleshoot, and resolve a range of software, hardware, and connectivity incidents.
	+ Documented all incidents and generated reports detailing common problems and error trends.
	+ Utilized IT methodologies (ITIL) best practices.

**Serve IT Nonprofit**, Bloomington, IN **Jan 2014 - Aug 2016**

**Team Lead**

* Gained project management experience leading teams.
* Effectively applied Agile Scrum methodologies with a team of developers to complete projects.
* Evaluated changing business needs and cooperated with stakeholders to update projects as needed

**PROFESSIONAL ACTIVITIES & INVOLVEMENT:**

* **Hill-Rom**
	+ LDP Immersion Week Organizer: Served as the IT lead to coordinate presentations, networking activities, and interactive workshops during a teambuilding week for LDP members across Finance, IT, and Operations (Jan 2019-May 2019).
	+ Hospital Beds for Humanity: Partnered with members of the Reconditioning Team at the Ritter Plant to refurbish hospital beds that are donated to third world countries (January 2018).

**EDUCATION:**

* **Indiana University**, Bloomington, IN
	+ Master of Information Science **December 2017**
	+ Bachelor of Science in Informatics **May 2016**
		- Minor: Business