



MARWAN SAID

Experienced IT Service Manager with a demonstrated history of working in IT, telecommunication, banking and energy industry. Skilled in customer service, operation management, ITSM process development, contract preparation and presentation of the business solutions to internal/external stakeholders, vendor management, etc . I'm energetic person with passion for new innovative business solutions.Pro-customer oriented, motivated, quick learner, great speaker, team-player and responsible. That's me.:)

PERSONAL

Name
Marwan Said

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Date of birth
27-03-1993

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LANGUAGES

English ★ ★ ★ ★ ★

Slovak ★ ★ ★ ★ ★

Czech ★ ★ ★

Spanish ★

German ★



EDUCATION AND QUALIFICATIONS

- Sep 2019 - Jun 2021 **Master of Business Management**
[University of Presov](#)
- Sep 2013 - Jun 2016 **Bachelor of Mass-Media Communication**
[Pavel Josef Safarik University in Kosice](#)



WORK EXPERIENCE

- Jan 2022 - Present **IT Service Manager**
[Zurich Insurance - Contractor via Titans Freelancers](#)
 - Contract negotiating, contract reviewing (SLA, KPI), vendor management
 - Communicating with business customers and internal teams on a daily basis
 - Collecting customer requirements and preparing project plan with internal teams
 - Coordinating Software Development Team, Solution Architect, Transition Project Manager, Service Delivery Managers to assess the project in the beginning phase - understanding the scope, impacted processes, assessing feasibility
 - As a part of an agile team, making sure that any new process change identified is well documented and communicated on professional level
 - Collecting data and analyzing results, setting up continual service improvement plan to maximize profit for customer
- Jul 2021 - Jul 2022 **IT Service Manager**
[TSCNET Services GmbH, Munich, DE](#)
 - Leading the operation & maintenance of the IT services, based on the software applications and IT platforms operated by TSCNET
 - Following business requirements, aligning SLAs and operation & maintenance procedures with the corresponding service levels
 - Defining, managing and measuring KPIs
 - Managing IT vendors and related contracts of the company, coordinating communication with other parts of the organization
 - Interface towards relevant service providers and customer representatives
 - Participating in the change and release management processes and rollouts of the software applications
 - Defining and owning incident and problem management process
 - Coordinating infrastructure and maintenance teams, contracted by TSCNET
 - Creating continues improvement plan of TSCNET IT service
- Jul 2019 - Apr 2021 **ITSM Process Engineer**
[AT&T](#)
 - Documenting the current and the newly proposed Service Assurance
 - (Incident and Problem Management) and Service Delivery (Change

- Management, Request Fulfillment) processes while clearly demonstrating
- benefits and added value using Process Stream Mapping
- Communicating with business customers and internal teams on a daily basis
- Coordinating Software Development Team, Solution Architect, Transition
- Project Manager
- to assess the project in the beginning phase - understanding the scope, impacted processes, assessing feasibility
- As a part of an Agile team, making sure that any new process change identified is well
- documented and communicated on professional level
- Collecting data and analyzing results, setting up continual service improvement plan to maximize profit for customer

Jan 2019 - Jun 2019

Major Incident Manager

[Diebold Nixdorf](#)

- Face to face meetings with bank and retail customers(SDM or representatives) to set
- specific incident procedures, presenting reports and current process set-up
- Working on process improvements, projects coordination
- Working with Excel, HPSM, EBS, Skype for Business, Microsoft Outlook on daily basis
- Handle the Incident during its whole lifecycle with strict observance of SLA/OLA(avoiding long-dated-tickets, avoidance of preventing idle periods of Incident Records)
- Opening and leading technical conference calls - sending notifications
- Coordinate solving of the Incident and closing of the Incident
- Make a diagnosis of the Incident, Clarify all responsibilities being unclear
- Communication and cooperation with all teams across whole company on daily basis
- Reporting and updating management on daily basis
- Helping with root cause analyses of the incidents - informing the highest management regarding the progress

Jan 2018 - Jan 2019

Lead Incident Manager

[Deutsche Telekom IT Solutions Slovakia](#)

- Qualify, validate, lead and escalate/deescalate major (CBI - High/Critical) incidents
- Working with Jabber, SM9, Microsoft Outlook on a daily basis
- Handle the Incident during its whole existence with strict observance of SLA/OLA(avoiding long-dated-tickets, avoidance of preventing idle periods of Incident Records)
- Opening and leading technical conference calls - sending notifications
- Coordinate solving of the Incident and closing of the Incident
- Make a diagnosis of the Incident, Clarify all responsibilities being unclear
- Cooperation with LAN, WSA, DWDM, LB, Application and other teams on daily basis
- Reporting and updating management on daily basis
- Communication with technical teams, SDM's, Change managers, Line managers on daily
- basis
- Helping with root cause analyses of the incidents - informing the highest management
- regarding the progress
- Speaker at the T-systems events (Kids day, festival)

May 2016 - Dec 2017

Customer Care Agent

[AT&T](#)

- Working with CRM and CAP system on daily basis
- Communication and troubleshooting with U.S.A customers regarding their internet, TV, phone service

- Assisting with password reset procedure, downloading and installing McAfee antivirus
- software
- Cooperation with other departments as sales, billing, onshore technicians
- Multitasking and searching for solutions associated with technical problem of the device, Wi-Fi, IP address, Router, TV Receiver and others
- Preparation of documents and presentation to colleagues to improve
- troubleshooting during technical call - myATT app, soft skills

○ Aug 2012 - Sep 2015 **Owner and Manager**
Shisha & Whiskey Bar

- Supervising the ordering of product, inventory control, and merchandising
- Education and training of staff members and scheduling their shifts
- Organizing special events, face to face interaction with end costumers
- Creating and distributing marketing projects



SKILLS

Presentation, Communication
and Negotiation Skills



IT Service Management,
Process Development



Webex, MS Teams, Skype for
Business



ServiceNow, Jira, CRM,
Sharepoint, HPSM, Dynatrace



MS Office, Windows OS, iOS OS,
Outlook



CERTIFICATIONS

- ITIL 4 Foundation in IT Service Management
- ITIL 4 Specialist Create, Deliver and Support
- ITIL 4 Specialist High Velocity IT
- ITIL 4 Strategist Direct, Plan and Improve
- Kepner Tregoe in Incident and Problem Management
- Business Analysis Foundations
- Negotiating with Agility
- Strategic Thinking
- Adaptive Project Leadership



REFERENCES

References available on request.