

# Youssef Chami

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## Professional Experience

*Lear Corporation*

*Rochester Hills, MI*

**Division IT Manager** (*Leather Operations*)

**05/14-Present**

- Direct, motivate and develop staff. Identify and address training and development needs
- Work closely with senior leadership and stakeholders across the enterprise to set the long term strategy for Eagle Ottawa's infrastructure, analyze technologies and determine current and future ERP and infrastructure technology needs driving towards superior maintainability, reliability, and scalability
- Direct the activities and resources associated with Leather Division SOX compliance
- Implemented global infrastructure equipment standards to reduce complexity, lower overall costs and reduce unscheduled downtime.
- Direct the activities and resources associated with a variety of strategic initiatives ensuring compliance to the program deliverables
- Provide leadership in the development, design and optimization of the Global WAN/LAN, as well as leading the implementation of enterprise network hardware and software solutions
- Ensure project management processes for design, initiation, control and close-out are followed, while evaluating activity to ensure resulting business value is in alignment with operational processes, and business needs
- Manages the Global delivery of IT business relationship services for the enterprise including negotiations, day to day operations, and strategic direction for security, voice and data network equipment suppliers, carriers, and outsourced partners
- Track record of increasing responsibility in global systems design and solutions, systems analysis, project deployments, while complying with ITIL foundation practices
- Demonstrated team leadership skills to create a successful global team environment through delegation, awareness and communication

*Arrow Uniform Rental*

*Taylor, MI*

**Director of Information Technology**

**11/08-05/14**

- Management of the Application Development, Infrastructure and PC Support teams
  - Project Lead to Migrate ERP from JD Edwards to Microsoft Dynamics AX 2012 R2
  - Needs analysis, project planning and project management of Information Technology projects
  - Fiscal year budget planning for Information Technology needs for Arrow Uniform
  - Coordination and alliance management with IT business partners and vendors
  - Development of end user training on office systems and technologies
  - Maintenance of PC Support policies, security procedures, hardware and software standards
  - Level 03 troubleshooting of WAN (MPLS) and infrastructure systems
  - Migration and maintenance of Microsoft Windows Server 2008, 2008 R2 and 2012
  - Responsible for planning and migration to Office 365 E3 and E4 (utilizing Federated Rights)
  - Responsible for disaster recovery procedures and documentation for Windows and AS400 environments
  - Deployment and Maintenance of VMware vSphere Hypervisor 5.x
  - Migration and support of Cisco switches, WAP's and routers
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- WAN documentation of communications and system configurations standards
- Migration of Sales team to Salesforce.com from Microsoft Dynamics CRM
- Support for Microsoft SharePoint Server 2013 and Microsoft SCCM 2012
- Support for Microsoft SQL Server 2009 and 2012
- Supported Dell PowerEdge Servers and Dell EqualLogic PS series SAN environments

**Infrastructure Manager**

**07/06-11/08**

**05/00-09/05**

- Management of the Technology Solutions Center including PC Support and Helpdesk personnel
- Coordination and alliance management with IT business partners and vendors
- Development of end user training on office systems and technologies
- Developed PC Support policies, security procedures, hardware and software standards
- Level 03 troubleshooting of WAN and infrastructure systems
- Deployment of Windows 20xx environment utilizing Active Directory (AD)
- Deployment and migration to Exchange Server 2008
- Development of disaster recovery procedures and documentation
- Deployment of Citrix Metaframe XPe, Nfuse, and ongoing support of ICA clients
- Migration and support of Cisco switches and routers
- WAN documentation of communications and system configurations standards
- Deployment and support of Saleslogix CRM product
- Deployment of IpSwitch network monitoring and alerting system
- Deployment of layered security for intrusion prevention (including spam and virus protection)

**Systems Engineer**

**09/98-05/00**

- Configuration, deployment and maintenance of enterprise application and file servers
- Deployed and maintained LAN, WAN and internet connectivity for 14 branch locations
- Deployment and maintenance of WatchGuard Firewall including internet security
- Deployment of Lotus Domino 5.0 and Lotus Notes 5.0 on AS400 OS platform
- Deployment of DNS, DHCP, WINS, MS IIS 5.0, MS SQL 7.0, MS Cluster Server, NAV Corporate Edition, Veritas Backup Exec and NT 4 workstation environment
- Enterprise TCP/IP and SNA connectivity to AS400 utilizing routers and controllers

*Forest Health*

*Ypsilanti, MI*

**Systems Engineer**

**09/05-07/06**

- Configuration, deployment and maintenance of Cisco PIX Firewall
- Configuration, deployment and maintenance of Cisco Routers (voice and data)
- Configuration, deployment and maintenance of Cisco Switches and Wireless Access Points
- Maintenance of Citrix Metaframe XPe and ongoing support of ICA clients
- Maintenance of Exchange Servers
- Maintenance of IIS servers
- Configuration, deployment and maintenance of enterprise application and file servers

*Detroit Diesel Corporation*

*Detroit, MI*

**Office System Specialist**

**12/97-09/98**

- Evaluate hardware and software solutions from vendors
- Assisted in development and maintenance of a standardized Uniform Operating Environment
- Software installation and configuration of image loads
- PC Support and Level II trouble ticket resolution for internal customers
- Seated member of the Office System Steering Committee
- Diagnosis and repair of problematic PC's, peripherals and configurations

*EDS*

*Farmington Hills, MI*

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**GM Card- Business Analyst**

**08/95-12/97**

- Case research and resolution for card member accounts
- Resolve system problems with PC's, LAN, network printers and intranet
- Perform systems troubleshooting for dealers in all divisions of GM
- Communicate with UK and Canadian branches of the GM CARD regarding account resolutions
- Coach and mentor to new hires joining the account

**Education**

University of Michigan-Dearborn  
MS in Information Systems

(anticipated)

University of Michigan-Dearborn  
BBA in Management Information Systems