Mahmoud Sayed Aly

Phone: +201061084444 | **Email:** mahmoudhaggar@gmail.com | **LinkedIn:** linkedin.com/in/alymahmoud

Professional Summary

Service Desk & ITSM Leader and AI Automation Consultant with 20+ years of experience in IT operations, enterprise support, digital transformation, and ITIL-based service delivery across multi-site environments. Proven experience leading Service Desk operations and end-user support for **900 users across multiple locations**, with strong expertise in SLA governance, incident/problem/change management, escalation processes, vendor management, knowledge management, and continuous service improvement.

Strong focus on reducing operating cost, support effort, and resolution time by standardizing support processes, removing repetitive manual work, improving knowledge access, and applying workflow automation and AI-powered tools. Deep experience in **IT hardware and asset lifecycle management**, covering procurement planning, deployment, inventory and assignment control, warranty tracking, refresh/replacement planning, compliance documentation, audit readiness, and retirement/disposal.

Hands-on experience with Custom GPTs, workflow automation, smart reporting dashboards, help desk automation, document automation, Microsoft 365, ServiceNow, and asset tracking tools. Skilled at translating business needs into practical solutions that improve service quality, team productivity, management visibility, and data-driven decision-making.

Core Competencies

- AI Strategy & Automation Roadmap Development
- Custom GPTs & Prompt Engineering
- Workflow Automation & Business Process Improvement
- Smart Reporting Dashboards & Executive Reporting
- Help Desk Automation & AI-Powered Support Tools
- Document Automation & Knowledge Management
- Digital Transformation & Continuous Improvement
- IT Service Management / ITSM
- Incident, Problem & Change Management
- SLA Management & Service Desk Operations
- Cross-Functional Stakeholder Engagement
- Vendor Management & Cost Optimization
- IT Asset Lifecycle Management & Procurement
- Project Management & Implementation Planning
- Team Leadership & Staff Development
- Microsoft 365, ServiceNow & Asset Tracking Tools

Professional Experience

ITSM & AI Automation Consultant

Self-Employed / Freelance | Cairo, Egypt | Hybrid

July 2025 - Present

- Provide independent consulting focused on IT Service Management, Service Desk operations, workflow automation, reporting, documentation, and internal support process improvement.
- Assess Service Desk workflows, recurring support activities, and process bottlenecks to reduce manual effort, avoidable rework, response time, and operating cost while improving service consistency.
- Design practical AI-assisted support solutions using Custom GPTs, workflow automation platforms, knowledge bases, and smart reporting dashboards to improve ticket handling, knowledge access, reporting quality, and management visibility.
- Apply ITIL-based practices across incident, request, problem, change, SLA, escalation, knowledge management, and continuous improvement activities.
- Advise on IT hardware and asset lifecycle processes, including procurement planning, deployment and assignment, inventory control, warranty tracking, refresh/replacement planning, audit documentation, and retirement/disposal.
- Build and improve SOPs, support documentation, executive summaries, automated reports, and knowledge content to reduce repeated work and strengthen operational control.

- Deliver practical AI training courses and workshops for individuals and corporate teams, covering productivity, business operations, reporting, customer support, documentation, and process automation.
- Support process improvement initiatives across IT, HR, Finance, and Operations by identifying automation opportunities and translating business needs into implementable workflows.

Service Desk Senior Section Head
Bavarian Auto Group - BMW | Cairo, Egypt
April 2004 - July 2025

- Managed daily IT operations and end-user support for 900 users across multiple locations, ensuring reliable service delivery, operational continuity, and high-quality support.
- Led service desk and infrastructure support activities, ensuring adherence to SLA targets, incident response procedures, escalation processes, and change control policies.
- Built and used Custom GPTs to support internal work processes, improve knowledge access, speed up documentation, and enhance productivity within IT operations.
- Developed and supported workflow automation, smart reporting dashboards, help desk automation, and document automation to reduce manual work and improve operational efficiency.
- Collaborated with cross-functional teams and site leadership to translate business and operational needs into practical IT, automation, and digital transformation solutions.
- Used dashboard reporting, SLA analytics, service performance data, and operational insights to support data-driven decision-making and identify improvement opportunities.
- Identified process gaps and automation opportunities within IT operations, helping improve service quality, response time, reporting accuracy, and team productivity.
- Supported digital transformation initiatives by introducing smarter workflows, improved documentation practices, automated reporting, and AI-powered support tools.
- Managed IT asset lifecycle processes, including acquisition, tracking, warranty management, compliance documentation, and audit readiness.
- Prepared troubleshooting procedures, user guides, training materials, internal best practices, and knowledge base content to improve consistency and reduce repeated support effort.
- Managed vendor relationships to ensure cost-effective, SLA-compliant service delivery and smooth implementation of technology solutions.
- Trained, mentored, and guided junior IT staff to strengthen service quality, technical capability, customer service standards, and continuous improvement culture.
- Worked with leadership and technical teams to align IT services with business goals, operational priorities, and organizational growth requirements.

Network & Database Specialist
Pico Oil | Cairo, Egypt
December 2001 - March 2004

- Provided Tier 1 and Tier 2 enterprise technical support across hardware, software, network, and business application environments.
- Administered Oil & Gas program systems, including database management, user support, backup protocols, and operational troubleshooting.
- Coordinated with cross-functional teams to align system capabilities with business needs and evolving operational requirements.
- Supported users and departments by resolving technical issues, improving system availability, and maintaining smooth daily operations.

Selected AI & Automation Experience

- Built Custom GPTs for work to support internal productivity, documentation, knowledge sharing, and faster issue handling.
- Implemented workflow automation to reduce repeated manual tasks and improve process efficiency.
- Created or supported smart reporting dashboards for operational visibility, SLA tracking, and management reporting.
- Applied help desk automation to improve response time, ticket handling, knowledge access, and support consistency.
- Developed document automation approaches to simplify repetitive documentation, reporting, and internal communication tasks.
- Used AI tools to help reduce cost, save time, and improve service delivery across IT support operations.

Education

Bachelor's Degree in Computer Science
6th of October University | Giza, Egypt

Diploma in Electrical & Control
Italian Technical Institute - Don Bosco | Cairo, Egypt

Certifications

- ITIL V3 Expert - IT Infrastructure Library
- Digital Transformation in Practice - LinkedIn Learning
- AI for Help Desk Operations - LinkedIn Learning
- IT Asset Management - LinkedIn Learning
- Prompt Engineering & Custom Instructions - LinkedIn
- Modern Project Management - MS 365 - LinkedIn Learning
- Whiteboard Graphics & eLearning Design - Online Course

Technical Skills

- AI & Automation: Custom GPTs, Prompt Engineering, AI-Powered Support Tools, Workflow Automation, Document Automation
- Reporting & Analytics: Reporting Dashboards, SLA Analytics, Service Performance Reporting
- ITSM Tools: ServiceNow, IT Service Management Platforms, Ticketing Systems
- Productivity Tools: Microsoft 365, Collaboration Tools, Knowledge Base Documentation
- Operations: IT Asset Tracking, Vendor Management, Incident Management, Change Management
- Leadership: Team Management, Stakeholder Communication, Training, Process Improvement

Languages

- Arabic: Native
- English: Fluent
- Italian: Very Good
- Portuguese: Beginner