

Eng. Husain Haider Hasan

IT Infrastructure & Operations Leader

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PROFESSIONAL SUMMARY

IT infrastructure leader with 20+ years at Kuwait University, currently heading the Operating Systems Department at the Center of Information Systems — the technical backbone of the university's IT operations. Responsible for enterprise servers, storage, virtualization, backup and disaster recovery, and cloud platforms (Microsoft Azure and Google Cloud) across three data centers, leading a team of 9 engineers. Currently directing the university's data center migration from Shuwaikh to the new Shadadiah main site.

CORE COMPETENCIES

Data Center Operations • VMware vSphere / vCenter • HPE BladeSystem • Enterprise Storage (HPE 3PAR / Alletra) • Backup & DR (Veeam, Data Protector) • Microsoft Azure (Identity, RBAC, NSG) • Google Cloud Platform • BMC Helix ITSM • Acceptance Testing (RedHat, VCF HCI, VDI, BMC ITOM) • Technical Studies & Proposal Evaluation • Team Leadership

PROFESSIONAL EXPERIENCE

Head, Operating Systems Department

Oct 2025 – Present

Center of Information Systems, Kuwait University

- Lead a team of 9 engineers operating Kuwait University's core infrastructure across three data centers (Shuwaikh, Jabriya, Shadadiah).
- Manage physical servers, VMware/vCenter virtual environments, HPE BladeSystem, and central storage systems (HPE 3PAR, HPE Alletra).
- Own business continuity: backup operations (Veeam, Data Protector), DR site management, and data restoration.
- Direct the Shuwaikh → Shadadiah data center migration, with Jabriya operating as the DR site during the transition.
- Oversee cloud platforms: Microsoft Azure (identity, RBAC, VMs, NSG) and Google Cloud Platform, including migration of university websites to GCP.
- Conduct acceptance testing for new systems: storage, RedHat, VCF HCI, VDI, and BMC ITOM.
- Prepare technical studies and specifications, and evaluate vendor technical proposals.
- Manage all service requests and incidents through BMC Helix ITSM; coordinate cross-team issues with networking, security, and database teams.

Acting Head, Software Support Department

Sep 2024 – Oct 2025

Technical Support Administration, Kuwait University

- Led the Software Support Department, supervising technical support operations and staff across the university.

Head, Information Systems Unit

2013 – Sep 2024

College of Life Sciences (formerly College for Women), Kuwait University

- Led all IT services for the college: infrastructure, laboratories, classrooms, and IT procurement.
- Led computer equipment inventory and evaluated vendor offers for purchase orders of hardware and software.

Acting Head, Technical Services Department

2008 – 2013

College of Life Sciences (formerly College for Women), Kuwait University

- Managed the college's technical services team and daily IT operations.
- Planned and designed classrooms and laboratories (AutoCAD) as part of the college construction plan 2007–2017.

Computer Engineer

Jul 2005 – 2008

College for Women, Kuwait University

- Administered the Microsoft Exchange environment for faculty, staff, and students; led the Exchange 5.5 → 2003 upgrade.

Trainee – Delivery & Network Departments

Feb 2005 – Jun 2005

Kuwait Digital Computer Company (KDCC)

- Participated in the Ministry of Interior network upgrade and the Boubyan Bank network design; prepared 300+ computers and servers weekly.

ENTREPRENEURIAL EXPERIENCE

Co-Founder & Operator

Fastlycart — E-commerce Company

- Co-founded and operate an e-commerce company; manage the online platform, operations, and growth end to end.

Co-Founder

Swanky

- Co-founded a company specialized in selling goods on behalf of other companies.

EDUCATION

Bachelor of Computer Science

2013

Arab Open University (with the Open University, UK) — GPA 3.70

Bachelor of Science in Computer Engineering

2005

Kuwait University, College of Engineering

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- International Training License (TOT) — Global Academy for Training and Development (GATD), UK — 2016 (25 training hours).
- Microsoft Certified — Microsoft Exchange Server 2003.
- “Information Technology Sector” (قطاع تقنية المعلومات) Learning Journey — Kuwait University e-learning — Dec 2024.

Professional Development Courses — Kuwait University e-learning (2024–2025):

- ITIL® 4 Foundation: Introduction — Sep 2024
- Being an Effective Team Member — Dec 2024
- Effective Team Communication — Dec 2024
- Unlocking Your Own Creative Genius — Dec 2024
- Ethical Use of AI in the Workplace — Dec 2024
- Be Productive by Working Efficiently — Dec 2024
- Developing Personal Accountability — Dec 2024
- Expanding Your Communication Skill Set — Dec 2024
- Problem Solving: Defining and Stating the Problem — Dec 2024
- Problem Solving: Generating Solutions — Dec 2024
- Problem Solving: Choosing and Implementing the Right Solution — Dec 2024
- Promoting a Positive Work Environment — Feb 2025
- Digital Transformation Framework — Feb 2025
- Introduction to Digital Transformation — Apr 2025
- Developing a Plan to Further Your Career — May 2025
- Leading in the Age of Generative AI — Jul 2025
- Percipio Manager Training — Aug 2025
- Developing Talent through Succession Planning — Sep 2025
- Managing the Calendar in Outlook 365 — Oct 2025
- Sharpening Your Focus to Stay on Track — Oct 2025
- Designing Forms in Microsoft Forms (2024) — Nov 2025
- Enhancing Communication through Listening — Nov 2025

LANGUAGES

Arabic (native) • English (professional working proficiency) • German (beginner — A1 course in progress)

REFERENCES

Available upon request.