

SALAM JUMAAH

Digital Manufacturing & IT/OT Professional | MES, Infrastructure, Cloud & Secure Systems

Vallamand VD, Switzerland | +41 77 924 32 21 | salam@jumaah.ch | www.jumaah.ch

PROFILE

IT/OT and Digital Manufacturing professional with 15+ years of experience across pharmaceutical manufacturing systems, secure enterprise infrastructure, data centres, cloud platforms, networking, and regulated environments. Currently managing MES and digital manufacturing operations at Bristol Myers Squibb in Switzerland, with previous leadership experience managing technical teams and mission-critical infrastructure in high-security environments. Strong background in MES, GxP environments, infrastructure lifecycle management, cloud, cybersecurity, stakeholder collaboration, and continuous improvement.

CORE COMPETENCIES

IT/OT & Digital Manufacturing

MES, Emerson Syncade, manufacturing systems, digital manufacturing, manufacturing data integration, business intelligence, GxP environments, CSV support, system lifecycle management

Infrastructure & Cloud

Windows Server, Active Directory, Microsoft 365, Microsoft Exchange, VMware, Hyper-V, Proxmox, AWS, Azure, data centre operations, backup and recovery

Networking & Security

Cisco, MikroTik, firewalls, VPN, VLANs, wireless networks, network security, cybersecurity, secure infrastructure, high availability

Leadership & Delivery

Team leadership, stakeholder management, IT project management, change management, documentation, vendor coordination, continuous improvement, operational excellence

PROFESSIONAL EXPERIENCE

Bristol Myers Squibb (BMS) – MES System Administrator

Boudry, Switzerland | May 2024 – Present

Joined the Digital Manufacturing organisation to support and continuously improve Manufacturing Execution Systems and digital manufacturing technologies within a highly regulated pharmaceutical production environment.

- Administer and continuously improve the Emerson Syncade MES platform supporting GMP manufacturing operations and product release activities.
- Collaborate with Manufacturing, Quality, Validation, Engineering, Automation, and Global IT teams to ensure reliable, compliant, and scalable digital manufacturing solutions.
- Support system lifecycle activities including upgrades, change management, troubleshooting, cybersecurity remediation, infrastructure improvements, and validation support.
- Contribute to digital manufacturing initiatives involving MES enhancements, manufacturing data integration, analytics platforms, and continuous process improvement.
- Act as a trusted IT/OT partner connecting business needs, regulatory expectations, operational reliability, and technology solutions.

e-Durable SA – System Administrator

Gland, Switzerland | 2022 – 2024

Joined e-Durable SA as first IT role in Switzerland, providing infrastructure and systems administration services for international organisations based in Geneva.

- Managed secure enterprise network and server infrastructure in regulated and compliance-driven environments.
- Designed, implemented, and maintained network, virtualisation, and Windows Server solutions for international organisations.
- Collaborated with multinational customers and technology partners to deliver reliable, secure, and scalable IT services.
- Administered enterprise infrastructure including Active Directory, VMware, Microsoft Exchange, networking, backup, and security solutions.
- Supported infrastructure modernisation, troubleshooting, and continuous service improvements while ensuring high availability and operational excellence.

PROFESSIONAL EXPERIENCE CONTINUED

Iraqi National Intelligence Service – System Administrator / Team Lead, Internet Services

Baghdad, Iraq | 2012 – 2021

Selected through a competitive graduate programme to join the IT Department, supporting highly secure and mission-critical infrastructure. Promoted after two years to Team Lead – Internet Services, leading a team of 10–20 IT specialists for more than six years.

- Led the design, implementation, and operation of secure enterprise IT infrastructure, large-scale data centres, and business-critical IT services.
- Designed and deployed highly available private cloud and virtualisation platforms supporting multi-site operations and high-security requirements.
- Managed core infrastructure technologies including Active Directory, DNS, virtualisation, storage, enterprise networking, and security solutions.
- Delivered strategic technology projects for government ministries and public institutions, collaborating with senior stakeholders across multiple organisations.
- Drove continuous improvements in infrastructure security, resilience, scalability, and operational efficiency through modern technologies and best practices.
- Led, mentored, and developed technical teams while managing complex projects in a demanding high-security environment.

New Era Networks – Network Consultant

Baghdad, Iraq | 2009 – 2012

Designed, implemented, and maintained secure, scalable wired and wireless network infrastructures for diverse enterprise clients, progressing rapidly to senior responsibilities and independently managing complex customer projects.

- Led end-to-end network projects from requirements analysis and architecture design through deployment, testing, and operational support.
- Designed and deployed enterprise network solutions using Cisco, MikroTik, and other networking platforms.
- Configured and managed routers, switches, firewalls, VPNs, VLANs, and wireless networks to ensure high availability, security, and performance.
- Collaborated directly with customers to translate business requirements into reliable and cost-effective network solutions.
- Troubleshot complex network issues, optimised performance, minimised service disruptions, and produced technical documentation and network diagrams.

EDUCATION & CERTIFICATIONS

Education	Selected Certifications
Bachelor’s Degree in Computer Science University of Kirkuk, Iraq 2007 – 2011	• Microsoft Certified: Information Protection and Compliance Administrator Associate • Microsoft Azure certification (2023) • AWS Certified Solutions Architect – Associate (2022) • AWS Certified Cloud Practitioner (2021) • GFI Security Certified Technical Professional (2018) • MCSE: Windows Server 2016 (2017) • MikroTik MTCNA (2015) • Cisco CCNA Security (2013)

LANGUAGES

English: very good | French: B1 / good