Muhammad Sarwar Sajjad (Status: UAE Visit Visa)

MCS, ITIL v3, CompTIA A+

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**Executive Summary**

Having 15+ years experience including 6 years Dubai Work Experience as an IT Systems Engineer taking full responsibility of IT infrastructure and software/hardware support. Proven to be successful at understanding and resolving highly complex issues at all levels of organization. Excellent interpersonal and communication skills. I have also a valid UAE Driving license.

**Key Technical Strengths**

Support and maintain computer systems, desktops, and peripherals which include installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. Main Tasks & Accountabilities: Responsibilities include but are not limited to:

* Desktop Support (Windows 7, 8, 10, Email Configurations, Office 365 Configurations, Misc. Applications)
* Hardware Support (All kinds of Laptop, Desktop and other devices)
* Misc. IT Support (MFU Printers/Scanners/Multimedia Projector and VTC)
* BlackBerry and iPhone Configurations
* Install and configure computer hardware operating systems and applications
* Monitor and maintain computer systems and networks
* Help users through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
* Troubleshoot system and network problems and diagnosing and solving hardware/software faults, Replacing parts as required
* Provide support, including procedural documentation and relevant reports
* Support the roll-out of new applications & Remote Support to Customers
* Setting up new users accounts and profiles and dealing with password issues
* Respond within agreed time limits to call-outs
* Flexibility/Adaptability/Managing Multiple Priorities
* Managing Helpdesk, prioritize and manage many open cases
* Work continuously on a task until completion (or referral to third parties, if appropriate)
* Technical Procurement

**Employment**

**Geo Television Network – April 2016 to date as System Administrator**

Geo TV Network is one of the top-ranking South Asian channel and is the fastest growing TV Channel in Pakistan with ratings exceeding all satellite delivered TV channels in the market.

Technical purchasing, Asset Management and Provide SNG Training, MOJO Training, day-to-day IT desktop support that include Microsoft Windows installation and troubleshooting, Software installation and troubleshooting (Office, Antivirus), network troubleshooting and specialized news-

related software (i.e. Octopus, VIZ) along-with Server maintenance and configuration (delegated control).

**BIOS ME Helpdesk, (UAE, Dubai) – May 2015 to March 2016**

**IT Support Engineer**

Resolution of end user Desktop/Laptop issues including installation, maintenance and support of hardware/software problems like Laptop, Desktop, and MFU Printers/Fax. Upgrading current infrastructure, deploying new equipment and managing organization assets.

**BIOS ME, (UAE, Dubai) – July 2014 to April 2015**

**IT Support Engineer**

On Contract at **Barclays Bank PLC** from July 2014 to-April 2015 for a Migration Project, providing on-site customer support for desktop hardware (installation & maintenance), server hardware (installation) and networking equipment (installation).

**Supreme Group (UAE, Dubai) – November 2010 to April 2014**

**I.T Administrator**

Supreme Food Service based in Switzerland; is a logistics and Services Company specializes in custom food supplies to the UN, NATO, MoD and US DoD in conflict and post-conflict areas around the world.

Providing IT support that includes installation, configuration and maintenance of desktops & laptops, printers & scanners, multimedia support.

**Geo Television Network (Pakistan, Karachi) – July 2008 to November 2010**

**System Engineer**

Geo TV Network is one of the top-ranking South Asian channel and is the fastest growing TV Channel in Pakistan with ratings exceeding all satellite delivered TV channels in the market.

Providing day-to-day IT desktop support that include Microsoft Windows installation & troubleshooting, Software installation & troubleshooting (Office, Antivirus), network troubleshooting and specialized news-related software (i.e. Octopus, VIZ) along-with Server maintenance and configuration (delegated control).

**S. Mehboob & Company (Consulting Engineers) – July 2006 to June 2008**

**IT Administrator**

S. Mehboob & Company is a full service Mechanical, Electrical and Plumbing Consulting Engineering Establishment specializing in Engineering Disciplines, Management Consultancy and Building Services.

Providing IT support for various software (windows, desktop applications, emails) and hardware support (desktops, laptops and servers)

**Micro Innovations & Technologies – August 2005 to June 2006**

**System Support Engineer**

MIT is an IT company providing wide range of products and IT services. Providing on-site customer support for desktop hardware (installation & maintenance), server hardware (commissioning & troubleshooting) and networking equipment (installation)

**College of Physicians & Surgeons Pakistan – June 2003 to August 2005**

**System Support Engineer**

The College of Physicians and Surgeons Pakistan is the only post-graduate medical institution in Pakistan promoting specialists' medical practice and arrangement of postgraduate medical training.

Providing IT support that includes installation & configuration of desktops & laptops, printers & scanners, multimedia support, conducting IT workshops.

**Education**

* **Master of Computer Sciences (MCS) - 2003**

Petroman, Karachi (Pakistan)

Affiliated with Shah Abdul Latif University

* **Bachelor of Computer Science (BCS) – 1999**

Petroman, Karachi (Pakistan)

Affiliated with Shah Abdul Latif University

**Certifications**

* ITIL® Foundation (EXIN) Registration ID: 5274145.20364289
* CompTIA A+ Essentials 2009 Edition
* VCP-DCV 5.5 (VMware Certified Professional – Data Center Virtualization) Candidate ID VMW-00712146X-00521582
* Microsoft Certified Professional (MCP – VB Desktop and Distributed)

**Training**

* MCSE (CTTC, Karachi)
* CWNA (CTTC, Karachi)
* CCNA (CTTC, Karachi)

**Personal**

* Date of Birth : 12th July 1979
* Marital Status : Married
* Nationality : Pakistan
* Driver’s License : UAE Driving License (Valid)

**References**

* Available on demand