



+971 506802817



proxypk@hotmail.com

Muhammad Zahid Khan

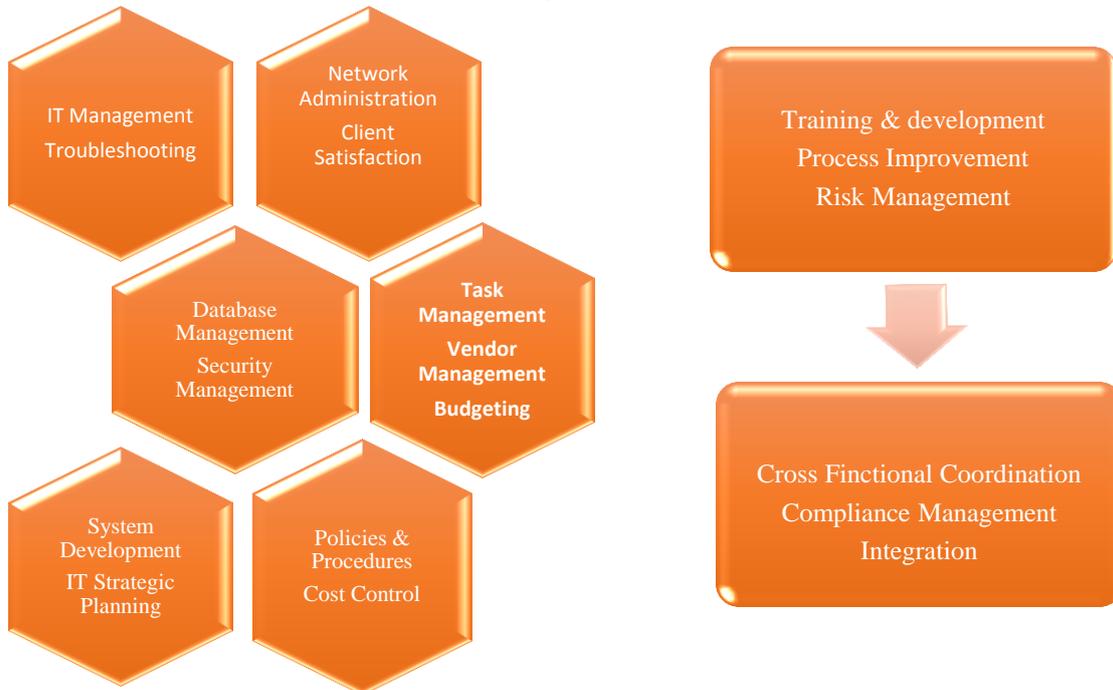


Professional Profile

IT MANAGEMENT PROFESSIONAL IT Manager

An IT Management Professional over 18 years of experience in designing and managing IT systems projects, troubleshooting as well as delivering wide ranging core LAN/WAN solutions to the organization. Deft in database design, data integration, and translating business requirements into a solid data architecture that serves as the foundation for IT design & infrastructure.

Key Skills:



Profile Snapshot:

- Well versed with all the software's implemented by TMS for Call Accounting, Voice mail and High-Speed Internet Access using Nomadix
- Creative and visionary, recognized for keeping on the leading edge of technology and utilizing the latest applications and hardware
- In depth understanding of business operations and demonstrated capability to create and execute innovative business development strategies to consistently generate new revenue streams and improve performance in targeted segments
- Extensive knowledge in cross-functional IT projects Thrive in a deadline intensive environment, multi-task, perform under pressure and meet deadlines
- Articulate communicator who can fluently speak the language of both people and technology, blending technical expertise with interpersonal skills while interacting with the cross-functional teams, customers and stakeholders

CAREER REVIEW

Apr 2016 – Aug 2018: Cosmopolitan Hotel Al Barsha - 1 as IT Manager

Key Deliverables

- Efficiently performing routine preventive maintenance on hardware and software etc., Managing the acquisition, installation and maintenance of the organization's IT Equipment
- Ensured technical solutions were designed for performance, reliability, scalability, maintainability, supportability, business continuity and business agility while leveraging industry's best practices
- Accountable for handling and controlling OPERA, Micros, SUN & SCM servers, executing & supervising Wi-Fi system Air Angel within an organization
- Delivering a technical system support to over 30 Users, generating and applying the project life cycle plan and monitoring the maintenance of IP telephone & AVAYA PAXB
- Administrating the admin Guest network with security & protecting the firewall. Leading with the team to manage daily backup & updating all IT systems

- ↳ Dealing & upholding the Office 365 for smooth operation, successfully resolved technical queries by providing expert IT support to customer
- ↳ Involved with the team to resolve Viruses, Spyware and Spam related issues, reduced computer crashes, Network & Internet Connectivity related issues
- ↳ Conducted IT training programs for new employees-provided training on the technicalities of the internet and protocols, including Wi-Fi, OPERA, MICROS, and etc.
- ↳ Monitored performance of the team and mentored IT personnel to execute professional developmental plans through formal channels
- ↳ Controlled system troubleshooting, backups, database and system recovery

May 2013 - Apr 2016: Nour Arjaan by Rotana (Fujairah) as IT Manager

Key Deliverables

- ↳ Effectively monitored functioning of equipment/ peripherals and make necessary modifications to ensure system operates in conformance with specifications
- ↳ Reviewed, streamlined, standardized, improved and recommended changes to systems and procedures to promote accuracy of information and efficiency in processing while maintaining appropriate internal controls
- ↳ Deal with the team to handle Servers / System Configuration, build effective relationship with vendor's as well as contributed with the 60 users to manage technical system support
- ↳ Established an appropriate I.T system in the hotel, trained the team to understand and prepared the overall project life cycles and installed the whole hotel's IT systems
- ↳ Generated I.T Budget, SOP's, and the contingency plans to improve the process and reach the set goal as well as designed and obey with company standards and procedures
- ↳ Oversaw the maintenance of IP telephone & CISCO PAXB, executed and retained by the VMWare system 5.5. as well as designed departmental manuals to assist staff with IT issues
- ↳ Improved and setup the new IT standards in existing Projects as well as applied various quality control measures to ensure highest quality standards

Jan 2012 - May 2013: Al Bustan Center and Residence as IT Supervisor

Key Deliverables

- ↳ Analyzed and evaluated day to day operation by OPERA and Micros in direction with KIT for L2 support, sustained by the Prologic System to manage Accounts and Shopping Center
- ↳ Oversaw and directed the workflow of Data Network, a wireless network for Admin and Guest as well as resolved critical technical issues pertaining to the system
- ↳ Acknowledged for finalizing and completing the management of LAN and WAN (ADSL and Lease Line), controlled the area Server, Antivirus Server, E-mail, and Car Parking Management Server
- ↳ Constantly monitored day-to-day operations at micro level, maintained daily checklists and executed the tasks assigned in accordance with organizational standards
- ↳ Improved the operational systems, processes and policies in support of the organization's mission, supported better management reporting, information flow and management, business process and organizational planning

Apr 2008 - Dec 2011: Coral Suites Hotel Fujairah Groups of Coral as IT In-Charge

Key Deliverables

- ↳ Checked and updated the SUN System and Vision for Excel, protected and secured the Data Network for Admin and Guest as well as supervised Symantec Antivirus Server 10.0
- ↳ Controlled the complete management of LAN and WAN (ADSL and Lease Line), Building Management System in the property as well as managed complete Telephony Network
- ↳ Ensured security of data, network access and backup systems as well as identified problematic areas and implemented strategic solutions in time
- ↳ Oversaw and determined timeframes for major IT projects including system updates, upgrades, migrations and outages as well as handled and reported on allocation of IT budget

PAST EXPERIENCE

Jan 2004 – Apr 2008: Patel Hospital Foundation as Network Administrator

Oct 1999 – Dec 2004: Lucky Cable Network as Network Administrator

CERTIFICATION

- ↳ Cisco Certified Network Associate (CCNA from CTTC)
- ↳ Microsoft Certified System Engineer (MCSA /MCSE 2003 from CTTC)
- ↳ Certified Wireless Network Associate (CWNA from CTTC)
- ↳ Linux System Administrator (SA1)
- ↳ Internet Security and Acceleration Server (ISA Server 2004). CTTC
- ↳ Microsoft Exchange Server 2003., CTTC
- ↳ Cisco PIX Firewall., CTTC

PROJECT HANDLED

- ↳ Configured Active Directory & Network Infrastructure, Fatimiyah Hospital
- ↳ Planning, Implementing and maintaining Internet security and Acceleration Server 2000, Fatimiyah Hospital

IT SKILLS

Hardware	: Dell, HP Server, VMWARE 5.5, Cisco/VoIP & AVAYA/VoIP, PABX
Software	: Opera, Sun system, Vision, PayTrax, MICROS, InfraSYS, SCM, FBM, Bayan
Operating Systems	: Windows 7, 8.1 & 10, Win.2008 & 2012 Server Enterprises Edition
Networking	: Computer Networks (LAN) Installation, Configuration and Troubleshooting. Installation, Testing, Configuration of Communication Controller (Ethernet), Switches and Modems, Computer Hardware Installation, Testing Configuration, Support and Troubleshooting. Wi-Fi system Installation, Testing Configuration, Support and Troubleshooting.
Servers	: Exchange Server 2003, TMG Server & ISA Server 2006, DNS Server, DHCP, Server, WINS Server RIS Server

EDUCATION

- ↳ Bachelor of Commerce, Karachi University, Pakistan

PERSONAL DETAILS

Date of Birth: 10th Sep 1979 | **Nationality:** Pakistani
Driving License: U.A.E. Driving License | **Linguistic Abilities:** English
REFERENCES AVAILABLE ON REQUEST