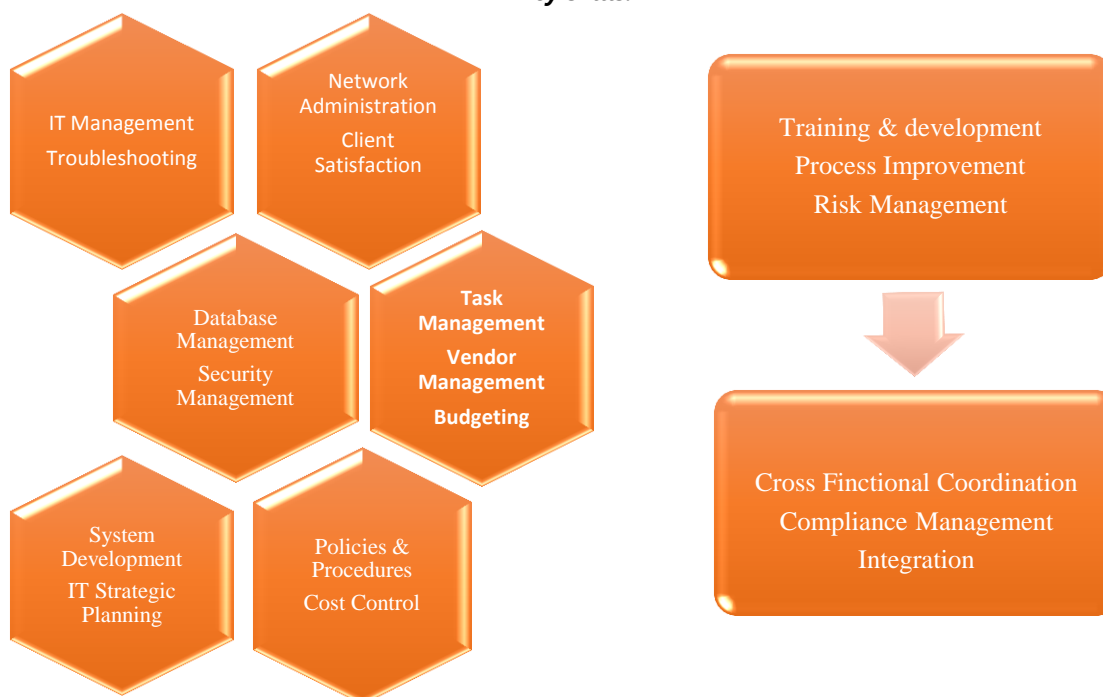




IT MANAGEMENT PROFESSIONAL
IT Manager

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