

Umair Ahmed

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◆**Career Aspiration**

To seek a challenging position in**IT**offering responsibility, challenge, and rewarding experiences and at the same time maintaining a high standard of performance and business ethics.

**◆Professional Experience**

**Sothern Sun Hotel, Abu Dhabi October 2019- June 2020**

**IT System Engineer (Support Officer)**

* Setting up desktops, laptops and point of sales workstations.
* Installing and configuring software, hardware, networking systems and functions according to specifications.
* Troubleshooting and Resolving IT technical issues, related to computer software, hardware, printers, scanners, internet access, Wi-Fi and peripheral devices – User Support L1, L2.
* Managing user accounts, permissions, roles, features and passwords in Active Directory, Opera, and Micros including set up, removal, and resetting passwords.
* Training users in the proper use of hardware and software.
* Configuring and maintaining Sun System (Finance and account), OPERA (PMS),Micros Symphony (point of sales), Civil Soft (HR & Payroll), and FMC Purchasing Module-User Management.
* Managing servers and maintaining data centre.
* Maintaining AVAYA PABX system.
* Configuring Cetis telephones and access points.
* Virtualization Hyper-V, Configuring email and VPN.
* Installing and maintaining servers, active directory, user rights management, group policy management.
* Handling digital signage system using Magicinfo server and SpinetiX software.
* Ensuring security and privacy of networks and computer systems, upgrading antivirus.
* Handling guest complains regarding Wi-Fi, internet, apple TV and chrome cast.
* Managing purchase requests, receipt and delivery of purchased equipment.
* Assisting in preparation of ERs related to stream IT CAPEX projects.
* Managing backups.
* Performing IT inventory, monthly audit reports and IT checklist.
* Handling IT operations in the absence of IT manager.
* Coordinating with ISPs.
* Modifying workstations, including setup of cables, desktops, laptops, docking stations and printers.
* Organize and schedule upgrades and maintenance.
* Maintain records/logs of repairs and fixes and maintenance schedule.
* Identify computer or network equipment shortages and place orders.
* Handling AV system and multimedia in conference halls and meeting rooms.
* Coordinating with 3rd party vendors (Suppliers, Service Personal).
* **Experiences in Microsoft Products:-**
  + Windows Servers 2008,12,16, Active Directory-User Management, Hyper-V, VMware, Microsoft office 365
* **Experience in Hospitality Products**:-
  + Opera PMSv5, Point of Sale – Micros, Sun system, Material control system
  + Symantec Backup Exec 2010, Scheduling, Log Management, Tape Management
* **Experience in:-**
  + TCP/IP, DNS, DHCP, NAT, WDS, LAN, WAN, IP Addresses, Subnet mask, Gateway, PABX, Switching (Cisco and Huawei), Routing, Outlook, Antivirus, Wi-Fi, Access control, Firewall, VPN, WSUS
  + Network administration, network installation
  + HP Printers, Canon printers, MFP / Office Jet / LaserJet

**Aloft Abu Dhabi hotel July 015-March 2019**

**IT Assistant plus CID Data Entry Operator**

* Managesystem backups.
* Troubleshooting and Resolving IT technical issues, related to computer software, hardware, printers, and internet access, Wi-Fi and peripheral devices – User Support L1, L2.
* Setting up new desktops and laptops.
* Maintaining OPERA, Maintaining, Micros Symphony and HITS system.
* Maintaining ADACO Purchasing Module User Management.
* Operational support for all internal hotel IT systems and users, minimizing any system outages.
* Install and test corporate approved programme changes to the hotel computer systems.
* Configuring emails.
* Install, configure, troubleshoot, maintain, and upgrade operating system, workstations, hardware, and software.
* Managing user accounts including set up, removal, and resetting passwords.
* Switch management, changing VLANS.
* Firewall and VPN administration.
* Handled Android and IOS apps.
* Good knowledge in all Versions of Windows Operating Systems.
* Strong knowledge ofPC hardware and software, computer network and internet.
* Number of incidents – tickets closed.
* Minor repairing printers, fax machines, scanner.
* IT inventory andIT Checklist.
* IP Telephones Install and Configurations.
* Efficient handling of guest complains with great hospitality.
* Perform duties assign by IT manager and supervisor.
* Enter data of all guests in a web based CID/ Police system and to coordinate with local police authority as well.
* Answer, record, and process all guest calls, requests, questions, or concerns. Contact appropriate individual or department to resolve guest call, request, or problem.
* Department and any other duties which assigned by the Front Office Manager.

# 360 Technologies Private Limited Islamabad, Pakistan

# NetworkSupport Engineer Jan 2014 to Feb 2015

* Responsibilities were to maintain GPO’s website, Postal Life Insurance Software and printers.
* Troubleshooting desktops, laptops,software, printers, hardware, and networking issues.
* Oversees the installation and testing of network and security hardware, software, and upgrades, and identify and resolve issues.
* Implement and maintain all system configurations and ensure that system maintenance is performed.
* Monitors and analyze system utilization; recommend improvements as needed.

# Network &Telecommunication Center of Mirpur University of Science & Technology, Pakistan

# Computer Lab Assistant Jan 2012 to Jan2014

* Responsible there to design, implement and manage network infrastructure also to provide first level, and 2nd level network support over 1000 students.
* Provide day-to-day support to ensure the smooth running of the computers, network devices, printers as well as end users requirements.
* Networking, Assembling, Installation, Maintenance & Troubleshooting.

### Professional Qualification and skills

* CCNA 200-125 certified (Valid until March 2021)
* MCSE2016 (Preparing for the certification)
* Introduction to cyber security
* Customer Service, problem solving,
* Good learner

### Educational Profile

* BS (Software Engineering) from University of Azad Jammu & Kashmir, Pakistan(2007-2011)

**Personal Details**

Date of Birth : 13.01.1988

Marital Status : Married

Nationality/ Religion : Pakistani (Azad Kashmir), Islam

Language(s) : English, Urdu, Arabic, and Panjabi