

# ZULQARNIAN SHAFQAT

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Jeddah, Saudi Arabia

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Developed experience within Information Technology, Project Management, Infrastructure & Networks. Total 6 years work experience, 5 years at Coca-Cola in Digital Technology domain.

- Have worked with multinational teams and deployed several Projects by using 3rd party and native resources.
- Have the potential to easily learn new procedures & to penetrate in a new environment.
- A strong team player, have ability to solve problems by creative and innovative thinking and can able to communicate it to all level of the organization.

## CAREER PROFILE/SKILLS:

- IT Project Management, Project Management, Project Coordinator
- Infrastructure and Assets Management
- Service Now, Active Directory, Networks
- Vendor & Resource Management
- Risk & Quality Management
- WMS, Print and Apply, Digital Twin
- Communication, Team Lead, Leadership, Problem Solving, Decision Making
- A Willingness to Learn
- The Ability to Successfully Deploy IT PROJECTS
- The Ability to Manage a Diverse Environment

## PROFESSIONAL WORK EXPERIENCE:

Organization: Coca-Cola Beverages Pakistan Ltd  
(Food & Beverages)  
Tenure: Jul 2017 - Dec 2022  
Designations: DT Consultant



### Responsibilities:

#### IT Project Management:

- Leading IT Operations of Coca Cola Lahore Plant.
- Managing Project Teams and Vendor Management.
- Make Project Plans, Monitor Project Plans and assignment of Project tasks.
- PR PO (procurement) of Project Resources.
- Deployment of WMS (Warehouse Management System) using third party and native resources.
- Deployment of P&A (Print and Apply system for Tagging Pallets online).
- Deployment of Digital Twin (A project for Line Operations).
- Support in deployment of QMS (Queue Management System).
- Resource Management and Decision Making.
- Ensuring materials with right documents are expedited.
- Coached newly-hired IT specialists on advanced technical Procedures.

#### IT Operations/Administration:

- System and Network Administration.
- Asset Management.
- Monitoring daily operations, including server hardware, software, and operating systems.
- Continued availability of IT Technical services.
- Analyzing Software and Hardware problems and immediate troubleshooting.
- Confirm Service Level Agreements (SLA) with users, which include the level of application support maintenance.
- Application monitoring, performance regulation and testing.
- Categorize change requests according to business guidelines and service-level agreements.
- Active Directory Management | Service Now Management.
- Change Management (On-Boarding, Off-Boarding).
- IT Technical Support.

- Incident Management.
- Vendor management for Lahore Plant.
- Cisco Devices (Switches and Access Points Configurations).
- MonitorSol Tool (Monitoring of Network Devices).
- Planning and implementing changes to workstations.
- Troubleshooting Network Problems and Network Installation.
- Forecasting for Network/Technology of Lahore Plant.
- Evaluates and forecasts network capacity against projects growth and assisting teams to deliver the projects.
- Ensuring operation is maintained at acceptable levels, including any necessary restart, recovery and reconfiguration procedures.
- Support to different Coke Software's (Basis, SAP, FIT, Planorama, Airwatch).
- Video Conferencing.
- Troubleshoot system and network problems, diagnosing and solving software and hardware issues.
- Prioritize and manage many open cases at one time.

#### Data/Process Analyst:

- Leading continuous improvement effort to improve supply chain operations.
- Reporting Quarterly - Expediting, on time delivery, Inventory accuracy, DT KPI's.
- Identifying and improving IT Operations for business.
- Performing process mapping, data mining, data modeling and quantitative analyses.
- Driving supply chain automation with IT to ensure supply chain operations visibility.
- Drafting SOPs and supply chain activities' work instructions including Process Mapping.

**Organization:** Ashraf Industries  
(FMCG)  
**Tenure:** Feb 2016 - May 2017  
**Designations:** IT Engineer



#### Responsibilities:

- IT Technical Support
- Help Desk Operator
- MS Office 365
- Network Troubleshooting
- User/Client Support
- Asset Management
- Vendor Management
- Planning and implementing changes to work stations.
- IT Administration

## ACADEMIC EDUCATION:

<u>DEGREE</u>	<u>EXAMINING BODY:</u>	<u>YEAR</u>
FSC in Pre Engineering	NSC, Gujranwala	2012
Bachelor's in Information Technology	University of Gujrat, Gujrat	2016
Master's in Project Management	COMSATS University, Lahore	2020

## CERTIFICATION/ ADDITIONAL SKILLS:

- **MS Office** (All versions, esp. MS Word, MS Power Point and MS Excel)
- **MS Excel** (MS Formulae, Reports Automation, Presentations w.r.t. Analysis)

## PERSONAL INFORMATION:

**Father's Name** : Muhammad Shafqat Ali  
**Date of Birth** : 26-1-1994  
**Passport Number** : FU5188232  
**Religion** : Islam