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| Objective |  | Seeking a position in any Sector for IT Management, System & Network administration & support, IT Support (Service Delivery) IT Project Management, IT Security where I can use my experience, technical and analytical skills to achieve targets, improve service quality and reduce operating expenditures. |
| Skills & Abilities |  | 20 years of extensive experience in the field of System & Network administration & support, IT Operations/Management with ITIL, Lean Level 3, and Microsoft certifications. Windows/Unix/Linux Operating systems, SharePoint development, Microsoft Dynamics, Project Planning & Implementation, Oilfield Operations, Hardware, Network design, Implementation & Support System, Network Administration including LAN /WAN, TCP/IP, DNS, DHCP, SCADA systems configurations , Blade and Chassis Servers Infrastructure & configurations Involved Microsoft servers 2003, 2008 & 2012 including ICL DRS 6000, IBM AS400, Fujitsu Siemens, DELL, HP, IBM & Deployment, Storage EMC, NETAPP, SAN & NAS, Connected Backup with multiple Operating systems.  Polycom, Cisco, Tandberg / HP Networking, Cisco VoIP, Lync, Hosted Voice Platform. Deployed Bluecoat & Palo Alto proxy. Deployment and Maintain BEGIN, VSAT’s (onshore & offshore) Radio Links and Multiple MPLS links. SAP R/3, deployment and implementations of EPACS (Electronic Public Access control system) through Lenel. Very good understanding of Check Point Security, IS standard ISO2700, Audit and Monitoring, Risk Response & Recovery, Cryptography, Data Communications, Computer Operations Security, Telecommunications & Network Security, Security Architecture & Models.Good knowledge of routing and switching protocols and concepts for RIP, BGP, EIGRP, OSPF, QoS, VoIP, DMVPN, ACL’s, VHF, UFH, HF Radio equipments, Power line & fiber Optic system, Paging system, RTU, Spanning Tree, Policy Based and Static routing, Fiber Channel over Ethernet, Virtual Device Contexts & Port Channels.  Design and Implement VSS /CCTV Lenel solution. Very good idea of using ITIL & Remedy, Request Management, Incident Management, Change Management, Knowledge Management, Configuration Management, Asset Management process. Using SCCM, RADIA, data warehousing, Virtualization, VMware & Citrix. Design & implement lot of infrastructure projects successfully that including Beam forming .I have been preparing and implementing IT budgets SLA’s & KPI’s managing CAPEX & OPEX and setting up goals for the various teams that I have been managing, I have good interpersonal and negotiations skills.In my previous experience with ICL & Schlumberger I was working as system support Engineer & Service delivery Manager; my responsibilities include client visits where they face problems on different platforms. In this role I involved with Servers hardware eg: Raid Controller, SCSI Hard drives, Tape Backups drives (DDS2, DDS3 and DDS4, CMT), Network Problems, Operating systems Issues like reinstall operating system from scratch, Active Directory, DNS, Exchange, Operating system upgrades etc. good experience of MS Project, Visio & Primavera. Design and implement servers Backup Plan, Disaster recovery plan configuration of CISCO switches & Routers. Frequently visits to off shore & on shore Rigs for different customers and Schlumberger requirements.  |
| Experience |  | Project Manager – Teradata GCC, BenAlux Region.July 2014 – till date.I joined Teradata Global Consultancy Center as Project Manager and based at (Belgium, Netherlands & Luxemburg) Benelux Region. Most of the projects are in Benelux region. This is Pure Project management job required lot of focus over resources, time and cost management. My target to complete my Projects right on time and in budget, also target to improve the profitability. I had successfully complete multiple projects in Belgium & Netherlands since July 2014, now I am running 2 new projects in Netherlands. My responsibilities as follows: * Extensive experience for using Agile methodology and consider expert myself for Tableau.
* Planning and management of the project through to project completion
* Close follow up for milestones and targets with resource, address issue, assessment of risk and eliminate the waste.
* Coordinate with Program Manager and update the Project status as and when required.
* Assist the business development team for solution design & delivery and training.
* Compliance with company's Global IT Standards & Policies.
* Managing all phases of a development life cycle
* Making sure to maintain quality standards while meeting aggressive Targets
* Good experience for drafting & update SOW's and MSA for vendors.

IT Manager UAE – Schlumberger.August 2011 – July 2014. I transferred to UAE as IT Manager UAE. This is the world largest Schlumberger Training Facility of SLB. I have more than 2200 users in EMG GeoMarket, operations at this facility running 24/7/365. We were using EPR, ePACS, biggest CCTV network for security & surveillance, through this ePACS & surveillance system we are handling the location of size around 4 KM radius and 6K to 8K users sometime through our control room.Full use of all process of ITIL for IT Operations /Service delivery. As IT I am responsible Implementation of the global network standard to regional operations to ensure connectivity of the vast operating region. Formalizing and delivering an IT strategy for the region in alignment with regional business priorities and Global IT initiatives.  Design & Deployment of multiple infrastructure and network projects internal for Schlumberger and proposed solution for customers to improve productivity of operations. Audit and Monitoring, Risk Response & Recovery, Cryptography, Data Communications, Computer Operations Security, Telecommunications & Network Security, Security Architecture. Draft DR Plans and SOP’s for Network Operations, Conduct Pen testing over network in collaborations with Enterprise Network security team. Good understanding of ISO27001 Information security Standard. Good handling and deployment experience of Check Point, Bluecoat, Palo Alto firewall and cache engine.I am reporting to Area IT Manager / VP IT, I was involved in budgeting, setting up goals for the various teams that I have been managing, planning and implementations of Projects, define SLA’s for vendors & KPI’s for my teams. Deployments of new cameras & PACS readers, making sure all video recording backups and store on remote site (Singapore server) through lenel. Ensure the implementation of corporate policies, standards. responsibilities as Follows:  * Design the DR site & plan – Making sure the help check of all backups
* try to eliminate waste in day to day tasks
* Budgeting and planning for IT services
* People Management
* Assist sale team to design, develop and implement solutions for clients as required.
* Identifies operational problems and contributes to their resolution
* Serves as an escalation point for all unresolved issues
* Reports & proposed solution for all technical issues to senior management
* Ensures employee training, awareness and experience levels are maintained
* Maintains confidentiality of company data and documentation
* Stays up-to-date on latest technologies through literature, training, and seminars
* Provides leadership and coaching to subordinates
* Sets objectives for team members and performs annual reviews
* Ensures communication and compliance with all company policies
* Offers recommendations to better achieve goals and improve employee utilization and morale development
* Maintains service coverage and staffing up to the correct level
* Ensures that the team meets KPIs by utilizing appropriate reports
* Performs monthly root cause analysis of KPI report for continuous improvement

IT Manager- OFS Pakistan, Schlumberger. October 2005 – August 2011I worked as IT Manager. I had 12 remote sites and two local sites and around 1800 users in Pakistan. I am Reporting to GeoMarket & MEA IT Manager, involved in user support; utilize all ITIL skills and process to make the system more productive. Budgeting, planning and implementations of Projects, infrastructure upgrade. Responsibilities as Follows: * Support operations specially Rigs in terms of Software & Hardware, Networks.
* Support the VSAT links of all locations including Remote locations, well sites
* & Rigs for real time operation needs.
* Identifies operational problems and contributes to their resolution
* Serves as an escalation point for all unresolved issues
* Provides technical advice and guidance to employees and Clients
* Reports all technical issues to senior management
* Ensures employee training, awareness and experience levels are maintained
* Maintains confidentiality of company data and documentation
* Stays up-to-date on latest technologies through literature, training, and seminars
* Provides leadership and coaching to subordinates
* Sets objectives for team members and performs annual reviews
* Ensures communication and compliance with all company policies
* Offers recommendations to better achieve goals and improve employee utilization, morale and development

IT Manager – Species group, London.July 2003 – September 2005. Tasks include Project Management, Network maintenance of 350 Nodes, 6 servers, using 5 windows 2000 and 1 Solaris Sun Fire v240 Server, Workstations with 2 domain, Network, Hardware. I configured Active directory, develop and manage project schedules, provide the support to end users, identify risks and clearly communicate them to project stakeholders, define solution for problems and risk mitigation strategies, facilitate conflict resolution, hands on experience for network deployment, circuit provisioning, IP networking, IT infrastructure and technology deployment. Technical Support Engineer – sITEL, London. November 2002 – July 2003. SITEL Corporation was responsible to provide the Technical Support and Customer Support of NTL and Virgin.net (Internet Service provider) Clients. It is the 2nd level technical support job. I was responsible to provide: - * The perfect solutions in minimum time to other team members they deploy at customers end.
* Provide the Technical Support of Internet Users.
* Understand the Dialup and Broad Band problem on phone and help the customer how to rectify the problem.
* Resolve the emails issues.
* Help out other team members if they not understand the problem and draft Technical solution.
* Making the Final reports and write down the all causes of problems and solutions.
* Gathering and implementing IT/sysops/winops/security network requirements (evaluating new/upgrading network equipment).
* Provisioning remote office LAN and remote connectivity.
* Coordination and deployment of multi-vendor networking gear.
* Documenting LAN troubleshooting/installation procedures.

system support engineer – icl pAKISTANJanuary 2000 – October 2002. ICL is currently functioning in Pakistan as subsidiary of U.K based Vendor Company and submerged subsidiary of FUJITSU group of Japan & SIEMENS of Germany. My job responsibilities in ICL include Systems designing and Implementation of SAP, manage turnkey Projects, Systems support, Conduct Training and Presentations for various network operations with network engineering staff on new core node deployment, backbone infrastructure, IP network maintenance and growth; with internal project management teams to communicate target completion dates and ensure that all internal requirements are being met in a timely manner; with external vendors to gather and enforce schedules for installation of services. Configure and maintain mission-critical servers. Deployment of SAP on New Servers that’s specially design for the SAP. I was worked with the Team of FI, HR, SD, Consultants. I was responsible to understand the requirements and deploy the perfect technical solution that covers all the needs of the software. Installation and configuration of RAID Controllers on Various Branded Servers and Operating systems. Installing and configuring the Active Directory with multiple domains. Installation, Configuration, Troubleshooting of Windows NT & 2000 Systems, managing and administering NT, Unix, Linux & Windows Networks. Technical Support Manager – digicom Pakistan.December 1995 – January 2000. Digicom Pakistan is the First Internet Service Provider in South East Asia. Joined Digicom Pakistan Private Limited, as a Technical support, Promoted to Manager Technical & Customer Support in Jan 98. My responsibilities as follows: * Maintaining 128 KBPS VSAT based Internet Link from Signet, a Singapore based company.
* Worked independently in Digicom operations Department, which involves Configuration of Cisco routers, Sun Solaris Systems, Microcoms Modem Pool.
* Maintaining Clients Database, Add, Edit, and Deletion, Updating of client Internet Accounts & Records.
* Performed backup and restoration of data on Windows NT, Solaris, and UNIX & LINUX platforms.
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| Education |  | Details of acadmics & Certifications:* Post Graduate Diploma (PGD) Computer Science from Leicester College London.
* Diploma in Computer Science from Petroman Training Institute Karachi.
* SAP 20 R/3 Systems from Siemens Pakistan. (SAP MAL 10961)
* **ITIL – V3 Foundation C.834042 (00080879)**
* Microsoft Certified Professional (MCP)
* Microsoft Certified Professional + Internet (MCP + I)
* **Microsoft Certified System Engineer (MCSE)**
* **Microsoft Certified System Administrator (MCSA – MS Windows Server 2003)**
* **Microsoft Certified Technology Specialist (MCTS – MS Windows VISTA Conf.)**
* Microsoft Certified Professional (MCP 2.0)
* **LEAN Level 3**
* **Management Essentials I (For Managers)**
* **Managing People (oilfield service 3)**
* **QHSE 3 (for Managers)**
* **Petroleum Exploration & Production (for Managers)**
* **Basic Accounting (for Managers)**
* PMP Certification Preparation from PMI
* CCNA & CCNP (Training)
* **Off shore survival (Training)**
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| Projects Details |  | * Design & implemented New Mobile Service Contract last year with Annual Savings of $3 Million.
* Designed & Implemented Multiple SharePoint Sites for SLB with Annual Saving of $500K.
* Design & implement wireless solution for Schlumberger world largest training facility at Abu Dhabi for 1200 users through Beam Forming.
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| Leadership |  | * People Management
* Management Essentials-I
* Managing Team of 16 members at UAE and other countries (Schlumberger)
* Managing Teamof 18 members at Belgium, Netherlands & Pakistan (Teradata)
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| Personal Details |  | * Date of Birth: 13th Feb 1976
* Married with two kids
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