**First Name of Application CV No 1641210**

Whatsapp Mobile: +971504753686



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**CAREER PROFILE**

An accomplished technology and industry relation professional with over 20 years of comprehensive large-scale management and operational experience in diversified technologies in Higher Education. Highly skilled in the areas of starting and managing new and existing Information systems/Technology services for various Engineering departments, strategic planning, transforming of program related services to core business. Multi-Site planning and implementation of IT/Technology infrastructure, security management and program management. A high performing executive with a strong background of ERP implementation and quality assurance with an outstanding history of managing projects from initial conception, through development to implementation. Unexcelled and proven track record of bringing Mission-Critical projects on schedule and within budget. Experienced in establishing productive relationships with partners and customers. A highly capable individual with a proven ability to ensure the smooth running of ICT systems, with all-round technical and supervisory expertise in managing high profile technical teams in the higher educational sector with entrepreneurial spirit and exposure to government and industry.

# AREAS OF EXPERTISE

|  |  |
| --- | --- |
| * E-Learning Technologies | * Infrastructure Consolidation and Optimization |
| * Project Management | * Project Delivery |
| * Tech Startups | * Systems Integration |
| * IT Staff Recruitment | * IT Strategic Planning |
| * Resource Vendor Management | * Leading & Developing Teams |
|  |  |
|  |  |

**The Higher Colleges of Technology/CERTSOFT**

**Head of Technology Services February 2006-August 2014**

* Led a team of over 50 members and 10 nationalities.
* Responsible for an annual consumable budget of over 3 Million Dirhams
* Provided technical services for more than 10,000 students across 3 remote campuses.
* Led the IT/education technology department across multiple functions of software development, data centers support, command & control center, network/wireless infrastructure, IT helpdesk, telecommunication, CCTV, multimedia/AV, testing new technologies, facilities planning and support.

**Industry Relation and Project Management**

* Managed Certsoft as the technology focused business wing of the Higher Colleges of Technology.
* Successfully created business through the provision of technological services/Technology consultancy to various government departments.
* Introduced new technologies to the government sector through advanced supplier network.
* Planed, prepared and reviewed deliverables in various forms including written reports, presentations and discussions with clients.
* Completed Software/IT Infrastructure related projects active/passive and collaboration solutions wireless IP surveillance, cctv, call center, data centers..
* Built and managed the data centers.

**The Higher Colleges of Technology/Abu Dhabi Men’s College**

**Supervisor of information Technology Services August 2001-February 2006**

* Supervised the team of implementation of a quality assurance/enhancements and upgrades to improve performance for network infrastructure/program specific software and related services to IT infrastructure
* Worked with the IT Services teams at Central Services on WAN/ERP/and other IT related issues hosted centrally
* Worked with the Educational Technology unit to facilitate the integration of IT into the instructional portal.
* Team leader for the team of managing existing HCT websites and social media accounts and worked with department stakeholders to ensure the accuracy of online content.

**The Higher Colleges of Technology/Abu Dhabi Men’s College**

**Coordinator of Information Technology Services October 1994-August 2001**

* To ensure the availability and performance of network equipment, server infrastructure and related IT systems for all users.
* Provided timely support and troubleshooting with respect to any issues raised by students and staff concerning IT infrastructure and software; assigns support staff to service requests as required.
* Team leader for the design, implementation and management of the college's network and server infrastructure
* Team leader for the team of implementation of a quality assurance/enhancements and upgrades to improve performance for network infrastructure and related services to IT infrastructure.
* Worked with the IT Services team at Central Services on WAN issues and other
* resources hosted centrally
* Worked with the Educational Technology unit to facilitate the integration of IT into the instructional portal.
* Team leader for the team of managing existing HCT websites and social media accounts and worked with department stakeholders to ensure the accuracy of online content.

**The Higher Colleges of Technology/Abu Dhabi Men’s College**

**IT Technologist of Information Technology Services October 1988-October 1994**

* Worked within a team to ensure the availability and performance of network equipment, server infrastructure and related IT infrastructure for all users.
* Provided timely support and troubleshooting with respect to any issues raised by students and staff concerning IT infrastructure and program specific software.
* Participates in the design, implementation and management of the college's network and server infrastructure
* Monitor and managed the network and ensures the accuracy of topology diagrams and other IT infrastructure documentation.

# EDUCATION AND CREDENTIALS

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| ***A-Engineering in Instrumentation*** | **Government College of Technology** Karachi, Pakistan 1982 |
| ***Academy for Leadership Training & Development*** | **The Chair Academy** Abu Dhabi, UAE 2003 |