**Muhammad Shakeel Siddiqui**

**(IT Infrastructure Manager) | Available Immediately**

**Synopsis**

* Over 12 years’ experience in information system, systems engineering, project management, technology evaluation, network administration, implementation and training to end user. Hardware infrastructure proposals, planning and procurement. Network designing, installation and technical skills to improve individual, team and organizational performance.
* I have done MCSE, MCSA, MCITP, MCTS and ITIL V3 Certifications.
* Handle multiple implementation of managing infrastructures and entire WAN/LAN and have worked on consolidation of servers.
* An innovative team player possessing excellent interpersonal, communication, team motivating, people management skills combined with analytical mind-set and problem solving abilities.
* Thorough understanding of IT solutions, law firm, travel, tourism, hospitality, finance, foods, retail, super stores and health care industries.
* Good experience in disaster recovery plans, business continuity plans, business impact analysis documentation and implementation.
* Expertise in network infrastructure design, security, virtualizations, testing and implementation of various client servers, n-tier technologies.
* Strong object systems and network development background with extensive experience of leading large scale of network projects.
* Excellent attitude, communication and interpersonal skills.

**Area of Expertise**

* Office 365 Implementation • Microsoft Azure • BES/BIS Implementation / Management
* Budgeting & Expenses Planning • Data Center Management • CRM Management
* Vendor & Contract Management • Storage & Backup Management • MAC & Linux Administration
* Systems Integration • IT Service Desk Management • DNS, Web, Mail Services Support
* DR Solutions • IT Strategy & IT Policies • Migration
* Virtualization • Clustering • WAN, VPN & Firewall Management

**Work Experience**

**IT Infrastructure Manager Fichte & Co Legal**

**October 2012 | Present | Dubai. UAE**

**Role Purpose:**

* Responsible for installing, maintaining, troubleshooting and tuning central computing systems/data center infrastructure, providing reliable and secure computer services to all users.
* Additionally responsible for ensuring proper implementation of systems security and controls in line with the procedures for best resources utilization.

**Infrastructure Management:**

* Develops Infrastructure capacity plans to support corporate business and technical applications, in collaboration of respective IT Division staff.
* Provides continuous administration and support of IT infrastructure & operations landscape, comprised of servers, storage, backup, remote administration, internet/intranet applications, etc.
* Ensure systems availability, integrity, reliability and optimum usability by minimizing risk factors and safeguard IT infrastructure investments.
* Implements and provides support of office collaboration applications such as corporate e-mail and messaging system, fax, video conferencing etc.

**Information Systems, Security & Access Control Solutions:**

* Plan, tests, evaluates and carries out testing / installation / upgrade of operating systems, application packages, and security management tools for systems and ensure that the implementation is executed according to an agreed plan and time scale.
* Implements, in consultation with user departments, logical access controls security to the various systems by ensuring that user get access only to those functions/data required for their operations, in consultation with user departments.
* Supervises and controls the provision of technical support to all users in diagnosing faults malfunctions of any of the different operating systems, subsystems and systems infrastructure and determines appropriate corrective actions.
* Participates in the implementation and testing of the contingency and disaster recovery plans to ensure continuous availability of the IT systems.
* Develops check-point, backup and recovery procedures for use by operation staff, and application development teams. Co-ordinates major recovery operation with users and other IT staff as appropriate.

**Policies, Systems, Processes & Procedures:**

* Direct the development and establishment of appropriate policies, procedures, standards, methods and quality control for IT operations and performance.
* Develops procedures required to carry out the installation/upgrade and keeps them up to date.
* Works independently, guided by the broad policies & objectives, and makes decisions of magnitude responsibility.
* Performs tasks/duties in compliance with Company policy, strategy and professional standards and in co-ordination with all concerned personnel.
* Follow all relevant operational procedures and instructions so that work is carried out in a controlled and consistent manner.

**System Support:**

* Provides technical support within the IT Division, including during the solution design process of application systems in analyzing the impact of new recommended packages, applications, etc. regarding system and network design and performance.
* Monitors systems performance to identify and rectify systems bottlenecks and malfunctions.
* Monitors and troubleshoot systems hardware and software problems and ensure their prompt and satisfactory resolution.

**Budgets & Cost Control:**

* Coordinates the preparation of the department's budget and business Plan and ensures effective control and implementation. Includes monitoring expenditure against budget through review of monthly expenditure reports and follows up with subordinates to prepare appropriate justifications for significant budget variances.

**Supervision of Subordinates:**

* Guide, direct, coach, train, develop and motivate team leaders and department personnel (including developers) to work to their best potential and display a high degree of customer orientation.
* Provides work direction to contracted systems engineers, supplier's systems engineers, and other consultants engage in the installations and support of software/hardware.

**Continuous Improvement:**

* Stimulate subordinates and contribute to the identification of opportunities for continuous improvement of information technology division’s systems, processes and practices taking into account ‘international best practice’, improvement of business processes, cost reduction and productivity improvement.
* Number and quality of improvements are line with corporate expectations and implemented.

**Safety, Health & Environment:**

* Ensure that Information Technology unit complies with all relevant safety, quality and environmental management policies, procedures and controls across all operations and support function and all projects, to guarantee employee safety, legislative compliance, delivery of high quality products/service and a responsible environmental attitude.
* Compliance with set HSE standards.

**Vendor Management:**

* Work with vendors and consultants to coordinate the web/portal systems requirements including the quality of deliverables, project timelines and costs to ensure that the systems are delivered and implemented in accordance with the contracts and users’ specifications.
* Frequent contact with vendors, suppliers, software solutions providers especially Microsoft, ETISALAT, peers in other IT departments to resolve problems and exchange information.

**Reporting:**

* Provide regular reports on the relevant activities of the application maintenance to ensure the availability of key data and information for effective decision making process by the management.

**IT Manager Livingroom Communication**

**August 2010 | October 2012 | Dubai. UAE**

* Disaster recovery planning, business continuity planning (BCP), documentation and infrastructure implementation for the customers.
* Consultancy provides to the users for the current and new network infrastructure, implementation and administration of MAC systems.
* Project management for the companies. Focusing on the standards and technologies for enabling systems performance qualities, such as availability, scalability, recoverability, etc. also working closely with the teams to support, suggest and troubleshoot their Issues.
* Motivated teams, applying resources, budget planning.
* RFQ & RFP documentation.
* RnD work on the new products. Network infrastructure documentation, client/server connectivity, application connectivity, databases transaction and dependencies. Messaging server optimization, increasing performance scenarios, spam & security control tool intro. Risk analysis, aggressive approach 24/7 working capability & try to give 99.99% effort to the company on any stage.
* Manages and provides hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources.
* Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing.
* Develop and implement policies and procedures for electronic data processing and computer systems operations and development.
* Manage the system requirements, specifications, costs and timelines Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
* Control the computer systems budgets and expenditures Train staff about potential uses of existing and new technology.
* Hardware firewall & routers administration, management, security, spam controlling (sonicwall).
* Maintain current and accurate inventory of technology hardware, software and resources
* Monitor and maintain technology to ensure maximum access.
* Managing and administration of Symantec backup exec/Acronis.

**Sr.Engineer, IT White Hats LLC**

**October 2008 | June 2010 | Dubai. UAE**

* Active directory administration and management with company policies (windows 2003 and 2008 server).
* Administrate and managing parent child domain between UK, Dubai and Jeddah.
* MAC network administration and management with Microsoft network.
* Designed for future network and their technical review.
* Structure cabling for LAN, PABX & CCTV.
* Focusing on the standards and technologies for enabling systems performance qualities, such as availability, scalability, recoverability, etc. also working closely with development teams to suggest and troubleshoot their issues.
* Supervise events, exhibitions and all projects.
* Documentation of system and network infrastructure. Determine appropriate levels of security controls and system monitoring.
* Hardware firewall administration management & security (SonicWALL, Netgear, D-Link and Netasq).
* Identifies configuration and maintaining details for users/services needs, such as internet service provision, network switching, network size, backup, desktop/laptops standards.

**Network Administrator K.S Sulimanji Esmailji & Sons**

**August 2003 | September 2008 | Karachi.**

* Implemented plans, controls, procedures, etc. that ensure the stability of the production applications according to service levels agreed upon with customer.
* Active directory administration and management (windows 2003 server).
* Administrate and managing parent child domain between head offices and stores.
* Administrate and managing POS and weighing scales.
* Makes daily backup checks and updates on servers and pos.
* Monitoring and reviewing the LAN/WAN and POS sync status.
* Acts as first point of contact to escalate through help desk/service desk.
* Ensure website and emails server is functionally properly.
* Technical support on (windows 2000 pro, XP, Vista and Linux platforms).
* Jobs management (Microsoft exchange and Microsoft ISA server 2000, 2004).
* Ensure website and emails server is functionally properly.
* Administrate and managing IP base cameras and DVR.
* Administrate and managing biometric attendance system.
* Implement and manage VPN between head office and all stores.

**Projects & Consulting**

* **Perfect International FZC,** Sharjah, U.A.E

Implementation of Office 365 Cloud. Migration of exchange server 2010 mailboxes.

* **Fichte & CO Legal,** Dubai, U.A.E

Implementation of Office 365 Cloud. Migration of exchange server 2013 mailboxes.

* **Al Mazaya Real Estate FZ LLC,** Dubai, U.A.E

Implement Microsoft Azure Cloud backup.

* **Levant Capital, Server Deployment** Dubai, U.A.E

Install & configure Microsoft windows 2008 SBS server premium edition. AD, GPO, folder redirection, disk quota, set. Deploy "ESET enterprise end point solution". Install & configure "Axis network document server". Configure server backup on tape drive. Network documentation.

* **TMK Middle East FZE, SBS 2008 Server Deployment, BIS/Exchange Server Integration** DAFZA Dubai, UAE

Install & configure windows 2008 SBS server & BIS, so that TMK-ME users are not only limited to send/receive emails from their workstations but they can also use their smart devices & outlook web access feature. Configure SonicWALL NSA 2400 with View Point reporting software and user ability to access company’s file securely from remote locations. Worked with “TMK Russia” head office IT team to deploy “Check point edge firewall” for site to site VPN connectivity in order to run TMK CRM & other company customized application. Configure server backup on tape drive / IOMEGA network access storage device with the help of Symantec backup exec & nova backup software.

* **ACO Systems FZE, Deployment of Sonic Wall CDP & NSA 240/TZ210** JAFZA Dubai, U.A.E

Setup & configure SonicWALL NSA 240 / TZ210 for site to site connectivity between Dubai office (located at JAFZA) & Germany head office. Install & configure SonicWALL CDP (continuous data protection device) for desktop/laptops & server’s data backup.

* **DUBAI International Poetry Festival** Dubai, U.A.E

Setup & manage IT infrastructure for "Dubai international poetry festival" at Madinat Jumeriah - Dubai.

**Education**

* Masters of Science in Information Technology from Preston University – Pakistan (2004 - 2005)
* Bachelor of Information Technology from Al-Khair University – Pakistan (2001 - 2003)

**Certifications and Training:**

* ITIL v3 Foundation • MCITP – Microsoft Certified IT Professional
* MCSE - Microsoft Certified Solution Expert • MCTS - Microsoft Certified Technology Specialist
* MCSA – Microsoft Certified Solutions Associate • CCNA, CEH, Linux, VMWare, Firewall
* SharePoint 2013, MSSQL • Sabre Travel Information Network
* One year Diploma in Information Technology • Counter Service for Airline and Travel Agency

**Personal Details**

Name: Muhammad Shakeel Siddiqui

Date of Birth: April 18th 1980

Notice period: Available Immediately

Languages known: English (fluent), Urdu (fluent), Arabic (Working Knowledge)

**Job Seeker First Name / CV No: 1826496**

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