**Waqas**

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**IT Director**

**Network Engineering ~ IT Management ~ Project Management**

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| **Planning/Implementation**  **Portfolios Development**  **Windows & Linux Administration**  **Disaster Recovery Planning**  **Technical Documentation**  **Capacity Management**  **Relationship Management**  **IT Infrastructure Management**  **Servers Optimization**  **Cross-Team Collaboration**  **Conflict Resolution** | Analytical professional with extensive experience in developing, deploying and evaluating systems aimed at improving quality and efficiency.  Demonstrated ability in aligning end-user requirements with long-term resolutions to complex IT challenges.  Known for multi-functional leadership, fostering consensus and inspiring staff through empowerment; providing clear direction and support, while continually focusing on identifying, isolating and resolving technical issues.    Strong knowledge and comfort within Microsoft-based server environments, with all peripheral processes. Accomplished communicator skilled in strengthening relationships across various levels to drive cohesive and strategic operations. |

**Professional Experience**

**AKHIRA NETWORKS •** New York, USA Jul 2014-Present

**Director of IT Operations**

Direct all activities and functions associated with the management of all aspects of MSP Operations, including client satisfaction, day-to-day operations, special projects, risk assessment, disaster recover, infrastructure implementation, security, and employee management in order to amplify the growth of the company.

* Headed strategy, design, transition, operation, and implementation of type III it service delivery, also actively led development of service portfolios and delivery of individualized service design packages.
* Administered audits of capacity management, processes of release and deployment, and functioned towards continual service improvement and improvement of overall company’s value to clients.
* Directed IT service continuity process, disaster recovery planning, and business impact analysis associated to IT of vital business functions and operations for company’s clients.
* Successfully identified opportunities of projects outside the scope of contracted service delivered to clients.

**SINU •** New York, USA Mar 2013-Jul 2014

**IT Project and account Manager**

Delineated and incorporated strategic planning for project management life cycle from requirements definition to deployment, along with issue and risk management. Exemplified performance by constantly prioritising and resourcing projects, delivering leadership and direction for in house and outsourced technical teams.

* Led process/technology projects impacting multiple departments in line with time, quality and cost constraints.
* Embraced an effective approach in designing and instigating efforts for multiple small to medium business clients, moreover delivered technical guidance and served as a point of escalation for L2 Support.

**CAREMED PHARMACEUTICAL SERVICES •** City, Location Mar 2006-Jan 2013

**IT Technical Development Engineer/ Project Manager**

Played a significant role in network, hardware, software & IT infrastructure management by leading design, configuration, implementation, and maintenance of company’s network architecture. Streamlined processes by leading project management for various Healthcare and client specific portals projects. Successfully accomplished overseas office launch project and served as technical point of elevation for level 3 IT support. Integrated voice/ip telephony system by utilising Asterisk open source technology linking overseas office with US branch.

* Steered efforts to improve and centralise workforce management by deploying biometric timecard system.
* Increased security by applying biometric fingerprinting technology with Honeywell security access system.
* Delivered active functional support for configuration and deployment of LAMP servers (Redhat /Fedora), as well as participated in frontend and backend design of intranet by using Windows IIS Server.
* Improved marketing strategy by introducing upper management to demographic visual reporting tools, also formulated reports for multiple vendors by querying databases and using PowerShell Scripting.

**JPMORGAN CHASE •** New York, USA Sep 2011-Dec 2011

**IT Audit Project Manager**

Audited network architecture, software detail, and training documentation, while executing Microsoft desktop, server operating systems (Windows XP/7 & 2003/2008) security audit, and Windows server performance analysis.

* Completed and organized partial or outdated information using various web based data management tools.
* Liaised with multiple units and technology managers to investigate technology status and related information.

**ITT CORPORATION •** OHIO, USA Jun 2011-Aug 2011

**Migration Support Administrator**

Accomplished worldwide network migration support for international company infrastructure segregation. Executed large scale Windows Server 2003/2008 migration and led bridge call interdepartmental communication during planning and implementation phases. Audited legacy Windows 2000 servers for upgrade & audited active directory forest, moreover designed and implemented onto active directory multiple Windows 2008 servers.

* Planned a script backup process using Robocopy also configured Virtual Machine backup with Backup Exec.
* Headed and influenced imaging process for client side equipment by using Acronis disk Image deployment.

**VERSATILE NETWORKS •** New York, USA 2005-Sep 2006

**Data Center Technician**

Evaluated data from printed reports for reordering purposes and for unusual tool usage, as well as directed physical audits in the tool crib to correct the computer inventory in efficient and timely manner.

* Efficiently instigated a well-designed strategy, which subsequently resulted in deployment of Ecommerce solutions, which included zencart, oscommerce, VPASP, and CS-CART.
* Tactically planned & designed a setup ecommerce ready Webhosting Servers with SSL and PGP encryption.

**JPMORGANCHASE •** New York, USA Jan 2003-Jan 2005

**System Administrator**

Established process improvements and other enhancements that improve operational efficiency to ensure data security. Ensured data recoverability by implementing a schedule of system backups and database archive plans.

* Strategically positioned as a main point of contact and offered end user support on Novell 3.x – 4.x platform with NDS tree and helpdesk also directed patches deployment for windows XP, desktops with Zenworks.
* Held the credit of leading the administration and application installation with various scripts (perl, python).

**Technology Proficiencies**

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| **Technical Environment in CareMed Pharmaceutical Services:** | Linux RedHat Enterprise Server 4/5, Windows server 2000/2003, Active Directory, Windows XP/Vista, VMware ESX Server, Asterisks VIOP server, Avaya, MSSQL, SMTP, TCP/IP, DHCP, DNS, WAN/LAN, VPN, KVM, FTP, SSH, NAS, Console servers, NFS, LDAP, backup Exec, RAID, Apache, Dell Open Management, Acronis, Ghost, Putty, Symantec Corp AV, Microsoft Outlook, Cisco router, Share Point, Dell workstations and servers, and Honeywell Security Access System**.** |
| **Technical Environment in Versatile Networks:** | Windows 2003 servers, Linux Servers, MSSQL, MYSQL, posgreSQL, IIS, SSL, SSH, PHP Apache 4.0, Mailserver, Cpanel, Plesk, PHP, ASP, .NET, Perl, DNS, NS, CRM, Norton AV, and Arcserv. |
| **Technical Environment in JPMorganChase:** | Windows NT/2000, Novel Netware 3-6x, , HP Unix, Active Directory, Domino server, NDS Tree, edirectory, NAV, Zenworks, Arcserv, Veritas, and IBM - Compaq Servers. |

**Education and Certifications**

CHUBB, New York, USA

**Network Engineering & Data Communication**

**Specialized Training: Novell CNE | Microsoft MCSE | PMI PMP BOOTCAMP | ITIL V3 (IN View)**