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| **SAQIB**  [**SAQIB.357100@2freemail.com**](mailto:SAQIB.357100@2freemail.com) |  |
| **IT Manager / System Administrator** *16+ years of professional experience* |

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| **CAREER OBJECTIVE** |
| To obtain a challenging position in a mid-senior level managerial role in **IT Systems Management, Operations and Infrastructure Development** that will make best use of my expertise and experience and also further my personal and professional development. To deliver timely results through best technology strategy in order to achieve corporate goals of the organization. |

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| **CORE EXPERTISE** | | | | |
| An experienced information and communication technology professional with more than 16 years of professional experience in managing IT Systems, Software Applications, Web-Based Solutions, Mobile Applications, Enterprise Resource Planning Systems, Customer Relationship Management Systems, Point of Sale Systems, Access Control & Biometrics Systems, Hotspot Solutions, Security & Surveillance Systems and Desktop Publishing.  ***Leadership and Management Skills :***   |  |  | | --- | --- | | * Excellent leadership qualities and interpersonal skills | | | * Self-motivated and Result Oriented | * Team Building and Leadership | | * Ability to Perform Under Deadlines | * Quick Learner and Good Listener | | * Program & Project Management | * Vendor Negotiations & Management | | * End-user Support and Training | * Service-level Agreement Management | | * Budget Development & Management | * Centralize Data Center Management | |  |  |   ***Technology Expertise and Proficiency :*** | | | | |
| **PROFESSIONAL EXPERIENCE** | | | | |
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| ***Al Hareb Group*** | ***IT Manager*** | | | ***Oct 2011 – to date*** |
| Promoted to the position of **IT Manager** in the same group where I earlier worked as System Administrator for 5 years.  ***Added Job Responsibilities Include:***   * Managing IT systems & infrastructure requirements of the group * Planning and implementing IT policies, budgeting and auditing * System Administration, User Management & Project Management   Reporting directly to the Chairman and leading a team of professionals, the core of my responsibility is to provide optimum and on-time IT solutions and services to the company.  ***Major Projects Include:***   * ***Customer Loyalty Program***   + Launched the customer loyalty program for the chain of restaurants   + Developed and designed the branding material for the loyalty program   + Integrated the loyalty program with the ERP and the PoS systems   + Developed an application for customers to retrieve their points balance & transactions * ***Online Table Reservation System***   + Developed a table reservation system for one of the restaurant of the group   + Multi-level application for both end-users i.e. customers and the staff of the restaurant   + Deployment for the staff at desktop & web level while customers having web access * ***Digital Menu / Order Taking App***   + Developed an iOS based Digital Menu App for all restaurants of the group   + App designed to provide customers to place order via digital menu using iPads   + Seamlessly integrated the App with the PoS system of the restaurants * ***PoS and ERP integration***   + Integration performed between the MS SQL Server based Point of Sales System and the Oracle based Enterprise Resource Planning System of the company   + Main objective to take the daily sales data from PoS systems in multiple locations and post to the sales module of the ERP system seamlessly and without any user interaction * ***Employee Attendance and ERP integration***   + Integration performed between biometrics devices installed to capture employee attendance and the Human Resource Module of the ERP system   + Employee Pay slip generation mechanism developed for the HR module   + WPS compliance implemented within the HR module of the ERP system * ***Wi-Fi Hotspot System***   + Installed Wi Fi hotspot system in all restaurants of the group for public use   + Hotspot equipped with centralized database and user-authentication process   + Payment gateway also configured and deployed at certain locations * ***Security & Surveillance System***   + Installed CCTV based security systems at all outlets   + Maintained centralized surveillance & monitoring mechanism | | | | |
| ***Al Hareb Group*** | ***System Administrator*** | | | ***May 2006 – Sep 2011*** |
| Served as **System Administrator** in a large local group that has businesses in Food & Beverages, Hospitality and Travel & Tourism industry. Working from the head office my task was to develop and implement an ERP system for one of the group's divisions i.e. Restaurants.  ***Role & Responsibilities:***     * ***Implementation and functioning of the ERP system***   + To implement an integrated Restaurant Management System in all outlets and locations   + To have the latest information readily available at the head office in order to generate management information analysis (MIS) reports of all outlets at any time   + To maintain accurate inventory at micro level at the stores and restaurant outlets   + To control the entire operation of purchasing, inventory, sales and financial reporting at the head office level * ***Network & System Administration***   + Active directory planning and implementation of Exchange Server for email clients   + Monitoring and troubleshooting of network related problems   + Providing print and file sharing services to all network clients   + Enforcing security and encryption of the data and protections from viruses * ***Training end-users of the ERP system***   + Conducting training sessions for all end-users of the ERP system   + Providing technical support and assistance in day-to-day transactions   + Troubleshooting any problems during the transactions using remote connectivity   ***Achievements:***  During my role as System Administrator in the company I successfully implemented the ERP system from the scratch with following exceptional achievements:   * Structuring & Normalization of the company data * Populating master data into ERP system for all modules * Developing recipe based point-of-sale system * Developing an interface between POS and the ERP system * Providing training and expertise to 50+ end-users of the ERP system | | | | |
| ***Simm Media & Publishing Group*** | ***Web & Multimedia Developer*** | | | ***May 2005 – Apr 2006*** |
| Worked as **Senior Web & Multimedia Developer** with a large Media, Advertising and Publishing group based in Dubai Media City for one year. | | | | |
| ***Responsibilities included following:***   * Web Design & Development * Multimedia Application Development * Internet & E-Commerce Application Development * Graphics Designing | | | ***Major Clients:***   * Dubai Herbal & Treatment Center * Belhoul Specialty Hospital * Cougar Holding | |
| ***Promax Middle East*** | ***Innovative Media Manager*** | | | ***Dec 2003 – Apr 2005*** |
| Worked as **Innovative Media Manager** with a Dubai based Public Relations & Advertising company for 1 and half year.  ***Responsibilities include following:***   * Managing the advertising section of company by leading the team of designers and developers * Running ad campaigns and designing advertising materials (Brochures, Flyers, Newsletters & logos) for clients. * Web design & development, Internet & Intranet application development for major clients * Design, development and maintenance of company's corporate website | | | | |
| ***Major clients include:***   * MSD, Abu Dhabi * AstraZenica, Dubai * GlaxoSmithKline, Dubai * Emirates Macaroni, Dubai * Mostafa Bin Abdul Latif Group, Dubai * Farook International Stationary, Dubai * Holiday Centre Crowne Plaza, Dubai * PureGold Jewellers, Dubai * Bafco Furnishers, Dubai * Tulip Properties, Dubai * NewZealand Milk, Dubai | | ***Major projects include:***   * bukhatir.org * promaxme.com * nao.ae * mbag.ae | | |
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| ***Site Builders*** | ***Senior Web Developer*** | | | ***Apr 2002 – Nov 2003*** |
| Worked for almost 2 years with Dubai based online solution provider as **Senior Web Designer & Developer**. Designed and developed numerous websites and internet applications for clients of the company. | | | | |
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| ***Brain Net Online*** | ***Web Communication Manager*** | | | ***Apr 2000 – Mar 2002*** |
| Served as **Web Communication Manager** with Pakistan's largest ISP network based in Lahore for two years. Responsibilities were designing & maintaining company's corporate website and managing the hosting services offered by the company. | | | | |

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| **EDUCATION & QUALIFICATION** | | |
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| **Post Graduate Diploma in Applied Information Technology** | | |
| *Hamdard University* | *Islamabad, Pakistan* | *1998-2000* |
| **Bachelors of Science** | | |
| *Punjab University* | *Lahore, Pakistan* | *1995-1998* |
| **Higher Secondary School Certificate** | | |
| *F.B.I.S.E.* | *Islamabad, Pakistan* | *1993-1995* |
| **Secondary School Certificate** | | |
| *F.B.I.S.E.* | *Islamabad, Pakistan* | *1991-1993* |

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| **TRAINING & CERTIFICATIONS** | | | |
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| **ITIL V3: Foundation Certification** | | *(Currently in Progress)* | |
| **Microsoft Certified Solutions Associate - (**MC ID: 13461315) **MCSA: Windows Server 2012** | | *Dubai, U.A.E.* | *2016* |
| **Attended training course on Leadership & Team Skills** | | *Dubai, U.A.E.* | *2014* |
| **Participated in conference on Business Intelligence by IBM** | | *Dubai, U.A.E.* | *2014* |
| **Attended seminar on Virtualization with Hyper-V by Microsoft** | | *Dubai, U.A.E.* | *2013* |

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| **PERSONAL DETAILS** | |
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| **Date** **of Birth:** | 17 December 1977 (Age: 38) |
| **Gender:** | Male |
| **Nationality:** | Pakistan |
| **Residence Country:** | Dubai, United Arab Emirates |
| **Visa Status:** | Residency Visa (Transferable) |
| **Marital Status:** | Married |
| **Number of Dependents:** | 2 |
| **Driving License Issued From:** | United Arab Emirates; Pakistan |