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| Muhammad  [Muhammad.363709@2freemail.com](mailto:Muhammad.363709@2freemail.com)  **IT Director** | |  | |
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| **History of orchestrating successful strategies**  A distinguished Director of Information Technology with 12 years of experience and expertise in diverse range of technologies within multiple industries. Demonstrated success in managing Networking, software design, Quality assurance, Product Development and Internet Technologies. Well-Organized result oriented individual with proven ability to implement standards, Procedures and Processes that improve business functionality. Solid Management skills, capable of leading and motivating individuals to maximize level of productivity, while forming cohesive team environments.  **Refined relationship-building skills** and experience  working collaboratively with vendors and customer.  **PROFESSIONAL EXPERIENCE**  **IT Director**  Pakistan International Airline, Pakistan, August 2016 – Present   1. **Strategy & Planning**  * Playing the lead role in forming the overall IT strategy for the Company working in close conjunction with Operations and finance * Partner with all functional organizations areas within Company to develop technology strategies to drive their performance and costs * Where appropriate, develop common CX technology tools across accounts and locations to drive cost advantages and value add for the client * Developing, tracking, and controlling the information technology annual operating and capital budgets * Developing business case justifications and cost/benefit analyses for IT spending and initiatives  1. **Acquisition & Deployment**  * Coordinating and facilitating consultation with stakeholders to define business and systems requirements for new technology implementations * Approve, prioritize, and control projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems. * Reviewing hardware and software acquisition and maintenance contracts and pursue master agreements to capitalize on economies of scale * Define and communicate corporate plans, policies, and standards for the organization for acquiring, implementing, and operating IT systems  1. **Operational Management**  * Ensuring continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance * Ensuring IT system operation complies with applicable laws, regulations and client requirements (SLA’s) * Advise, counsel, and educate Leadership and departmental leaders on their competitive or financial impact   **IT Project Manager**  Qazaq Air, Kazakhstan, February 2016 – August 2016  IT Project Manager offers proven ability to manage the information technology in the most effective way. Fast track management career marked by demonstrated ability to build peak-performing teams and achieve the cross functional business objectives. Valued member of senior executive groups, customer centric with the ability to initiate profitable alliances with vendors, and contributing broad-based perspective to create practical IT strategies and implementation plans designed maximum return at the lowest possible costs.   * Setting up the new Data Center for Almaty and Balkash branch in Kazakhstan. Responsible for successful planning, execution, monitoring and control of projects, responsible for leading project delivery successfully to meet cost, project time and quality requirement, also to ensure high level of customer satisfaction. This included project planning management. * Deploying & configuring the Domain controller, DHCP, Active Directory, GPO, Microsoft Exchange server, Card Access, Ticketing Management System & other infrastructure services for the new Data Centers. * Configuring the Firewall and Cisco switches based in the security policy of the Airline. Prepare technical and business documentation, and to ensure all project documents/codes are properly managed. Coach and mentor the team as needed to reach their highest potential of productivity. Mitigate issues and escalate to management as necessary. * Managing multiple project tracks, assign and manage work activities, meet deadlines and develop project management reporting in a timely and effective manner * In-depth working knowledge of Agile, Scrum Methodology & Oversees the delivery of services according to ITSM and ITIL.   **IT and Operation Manager**  AL-Rahbar Pvt, Ltd., Pakistan, January 2015 – February 2016  Reporting to the ED and serving as a member of the Management Team along with the ED, Program Director and Development Director, as an IT and Operation manager it was my core responsibility in ensuring organizational effectiveness by providing leadership for the organization's IT functions. Responsible for all services in regional scope, works primarily with supplier, Service Chain, other service specific managers and Operations teams. Responsible for local IT vendor, contract and outsourcing management.  **Systems Engineer**  Asia Pacific University, Malaysia, August 2011 – December 2014  Promoted as Systems Engineer, supervising a Technical Assistant team to manage the IT requirements in the organization and systems for the employees. Provide professional assistance concerning the use of the computer hardware and software, including networking devices and Server Configuration. Maintain and support server, virtualization, Active Directory infrastructures and load balancer for student and staff domain.   * Troubleshooting classroom audio video and network systems. * Event Manager for the IT setup and video digitizing during graduation or any other event. * Supporting and updating Active directory and Exchange server as per requirement. * Using VMware to virtualize old physical servers. * Involved in the interview and evaluation process for hiring the new Technical assistant staff. * Managing and Troubleshooting the print server. * Involved in the datacenter setup for the new campus at Mines Waterfront and South City Plaza. * Primary server administrator for the DC, DHCP and DNS. * Collaborating the Firewall and security protocols as deem fit for the situation. * Helping the IT manager in managing the KPI for the Technology services team.   **Technical Assistant Supervisor**  Asia Pacific University, Malaysia, March 2008 – December 2014  Responsible for managing IT projects giving direct supervision to production employees – Technical Assistants. Setting department goals/expectations and providing performance feedback of Technical Assistants. Achieve Mission, vision and objectives of the team – quality and labor (Technical Lead). Conduct department training to ensure proper staffing levels (Technical Training Programs). Coming out with yearly budget and IT projects (Project Management). Standardizing delivery of IT services, and improving both customer and interdepartmental relationships. Maintain network servers such as file servers, VPN gateways and intrusion detection systems.  **IT Helpdesk Specialist**  Asia Pacific University, Malaysia, May 2009 – August 2011  Resolve the computer problems for clients in person, telephone or via email. Provide professional assistance concerning the use of the computer hardware and software, including networking devices. Managing and administrating CCTV and PABX systems in the whole college/university.   * Provide Level 3 support for product ranging from desktops, notebooks, server and projectors. * Handling high severity cases trouble shooting skills and support in handling Exchange/Lotus Notes environment. * Giving level 3 support in windows operation system, MAC and UNIX (user administration, VPN connectivity). * Participating in projects for process and quality improvement.   **Technical Assistant**  Asia Pacific University, Malaysia, September 2005 – February 2008  Oversee and installs complex software for LAN/WAN computer LAB, including desktop maintenance, management and software delivery systems, creating installation packages and deploying system updates. Managing the License management server and keeping track of the number of licenses in each software inventory. Coordinating software and hardware upgrades based upon Supervisor Instructions. The support and administration of firewall environments in line with IT security policy. Troubleshoot hardware software, Technical, Network Issues (i.e. reset password and ETC). Analyze and isolate issues in Software or Hardware | **SKILLS**  Strategic & Operational Technology Planning  IT Infrastructure Design & Implementation  Program & Project Management  Complex System Design Architecture  Vendor Management  Security/Risk Management  Network Monitoring and troubleshooting  Vendor Relations and Negotiation  Employee Training and Development  Able to identify goals and priorities and resolve issues in initial stages. (Multitasking)  Budget and Team Management  Advance proficiency with Microsoft windows and Open source operation systems  Cost Benefit Analysis  **HIGHLIGHTS**  **Certificate of Excellence:**  Outstanding Leadership skills in IT Infrastructure Project Manager during Microsoft MSDN student awareness program.  **Certificate of Participation:**  Technical Consultant and Speaker at Microsoft Extent your Datacenter to the Cloud workshop.  **Certificate of Excellence:**  Outstanding Technical Skills in IT Project Manager during Dota 2 University Championship event.  **EDUCATION**  **Bachelor of Science**, Staffordshire University 2006 - 2009  **Post Graduate Certificate in Technology Management**, Staffordshire University  2009 – 2011  **Technical Proficiencies**  **Platroms:** Unix, Windows, Linux, Sun, Mac OS  **Networking:** TCP/IP, ISO/OSI, Ethernet, VPN, SSH, Telnet  **Tools:** LAN Manager, Checkpoint Firewall, Norton Firewall and Ghost, Symantec and Bitdefender Virus Protection Utilities, Lotus Notes, Microsoft Office Suite, Juniper, SAP, ERP systems  **Certifications**  **Microsoft Server Infrastructure Training (MCSE)** August 2013  **Microsoft Business Intelligence Training (MCSE)** September 2013  **Microsoft Office 365 Training (MCSE)** November 2013  **Microsoft Hyper-V Training** December 2013  **Microsoft Private Cloud Training (MCSE)** January 2014  **Certified Windows Engineer (CWE)**  **Network Support Specialist**  **UBS**  **Personality Description**  Highly focused and results-oriented in supporting complex, deadline-driven operations.  Able to identify goals and priorities and resolve issues in initial stages.  A good team worker, able to work well on my own initiative and can demonstrate the high levels of motivation required to meet the tightest of deadlines.  An enthusiastic worker, who enjoys being part of, as well as leading, a successful and productive team.  **Languages**  Urdu (native language)  Hindi (fluent)  Panjabi (fluent)  English (advanced)  Russian (beginner)  Kazakh (beginner)  **Reference**  To be provided upon request. | | |