**Muhammad**

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**PROFESSIONAL SUMMARY**

I am an enthusiastic, hands-on IT professional with more than 9 years of administrative experience in IT & Web Design with strong interpersonal skills and a broad range of computer expertise. I have a proven track record of managing and maintaining Servers, PCs and Laptops in LAN/WAN network infrastructures, and adopt a meticulous approach to ensure the smooth running of business operations.

**SKILLS PROFILE**

* Network design and network development; Window Servers through connections with LAN
* Configure & maintain LAN & Wireless connectivity
* Hands on Experience of Hotel Industry IT support, Hotel Management Software and POS.
* Experience in 1st & 2nd Line Support
* Excellent skills in graphic applications like Adobe Photoshop, Adobe Illustrator
* Web Design and development experience
* Knowledge of HTML,CSS and PHP
* Experienced in domain, website and data migrations.

**WORK EXPERIENCE**

1. **Intelligent Business Technology (IBT) Dubai, UAE**

**IT Support Engineer** December 2015 to Date

I was outsourced from IBT to Grand Midwest Group of Hotels Dubai. I was responsible to support 2 hotel properties with 304 rooms. The details of my responsibilities include;

* Providing 24/7 application support to VICAS 8.2, IDS Next6i, Cubix Time Trax & Responsible for installation, maintenance and user training for these applications.
* Managing SQL server database for VICAS, IDS Next6i, and Cubix Time Trax.
* Monitoring and Maintenance of IDS Fortune Next6i property management system.
* Taking backups of different database applications (IDS, VICAS, Mycom POS, Cubix Time Trax)
* Provide day-to-day technical support and administration of the technology infrastructure.
* Responsible and supervise the overall IT infrastructure
* Install, configure, and troubleshoot Server systems, problem management and issue resolution for server issues.
* Managing Active Directory and User Accounts
* Exchange server user and mailbox configuration.
* Maintenance and troubleshooting of networks (wired and wireless) and shared printers, scanners in the Hotel.
* Ensure 100 % Wi-Fi connectivity all over the hotel.
* Design and implement domains controllers, DNS as per the requirement
* Managing and monitoring Windows Servers
* Servers Backup and Restore

1. **Healer’s Pharma**

**IT Administrator**  January 2013 to October 2015

* Diagnosing and solving hardware/software faults
* Installing Windows, new software and technologies
* Upgrade, support, backup, and recovery of all IT systems
* Designed and maintain official website of the company
* Maintain LAN and wireless connectivity and backup the internal databases

1. **Healer’s Pharma**

**IT/Desktop Support Specialist** July 2011 to December 2012

* Install and configure new IT equipment
* To resolve incidents and upgrade different types of software and hardware
* Maintain Microsoft Outlook and corporate email system
* To resolve incidents with printers, copiers and scanners
* Evaluate and recommend products for purchase
* Write technical specifications for purchase of PCs, desktop hardware and related products

1. **ASK Outsourcing Ltd.**

**System Support Engineer**  May 2009 to June 2011

ASK outsourcing is a UK based company having its offshore office in Pakistan. Company offers Recruitment Process Outsourcing (RPO), Business Process Outsourcing (BPO), and IT/ITES services mainly to clients from all over the UK. Company Management has a combined experience of almost a decade in IT, RPO, CV Sourcing, and Technical Recruitment.

* Design, develop and maintain company's website
* Maintain and backup servers
* Planning and undertaking scheduled maintenance upgrades
* Diagnosing and solving hardware/software faults
* Installing Windows, new software and technologies
* Providing remote support to offshore users
* Managing Cpanel and domains

1. **Eastern Capital Limited Lahore**

**IT Executive** March 2007 to April 2009

* Manage the procurement, deployment, monitoring, maintenance, upgrade, support, backup, and recovery of all IT systems, including servers, PCs, operating systems, hardware, software, peripherals, and telecommunications.
* Support and develop the security, reliability and integrity of all systems and business applications.
* Worked with help desk to provide support to customers installing company software and resolved hardware troubleshooting.

**EDUCATIONAL BACKGROUND**

**2002-2006** The Islamia University of Bahawalpur, Pakistan

BS (IT) Bachelor of Science in Information Technology 64%

**PROFESSIONAL DEVELOPMENT**

**CCNA:** Cisco Certified Network Associate Training Holder from Corvit Systems Lahore, Pakistan.

**Final Project:** “VoIP Gatekeeper and Terminal”: A gatekeeper and terminal, which can handle the conversation on LAN through VoIP.

**PERSONAL DETAILS**

**Date of Birth:** 04/02/1984

**Place of Birth:** Fort Abbas, Pakistan

**Gender:** Male

**Nationality:** Pakistan

**Marital Status:** Married

**References: Available on request**