Farhan

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# profile

Over 10 year of experience in management of system operations, network solutions, and customer management. In-depth knowledge and experience in information technology infrastructure planning, capacity analysis, and system implementation. Detail oriented manager with excellent communication and interpersonnel.

Highly experienced and qualified IT professional with Expertise to ensure the strategic and core information is centralized and accessible to all users by administration of applications such as Active Directory, Opera PMS, Micros 9700 version 4, Simphony POS System, SUN Accounting System, Payroll System, FBM System, Exchange Server 2007, 2010, Cisco, Avaya, NEC Call Accounting and PABX telephone System. Highly motivate with ability to build strong relationship with colleagues, subordinates and Senior Managers. A dedicated team player, with ability to perform in pressurized work environment and effectively prioritize job responsibilities. Possess excellent communication, interpersonal, self-correspondence, time management, coordination, administration, presentable personality, professional business style, organizational and customer service skills.

I am confident that I can make a significant contribution to your company, specifically by providing excellent technical services and support. I am able to take on the responsibility of this position immediately, and have the enthusiasm and determination to ensure that I make a success of it.

# professional experience



Company : **Holiday Inn Embassy District Bur Dubai - UAE**

Position Held : IT Manager

Reporting to : General Manager

Duration : 01-10-2011 till 30 December 2016.

Responsibilties:



* Successfully Converted from Non Branded Hotel to Holiday Inn Bur Dubai Hotel, worked as a Task force member.
* Management and Administration of Network.
* Ensure that strategic and core information is centralized and accessible to all users by administration of applications such as Active Directory, Opera Front Office System, Micros 9700, Simphony POS System, SUN Accounting System, Payroll System, FBM System, Exchange Server 2007, 2010, NEX Call Accounting and PABX telephone System.
* Maintain licenses for all software and ensure that all systems are covered by the proper maintenance contacts.
* Manage the configuration records, programmed files and data files on the computer system.
* Monitor the performance of the computer software and maintain a log of performance reports, error and integrity check reports, system malfunctions and solutions.
* Train selected hotel employees to take on major responsibilities of system managing in my absence.
* Investigate and report software problems to the vendor, or MIS regional, area or corporate office.
* Develop and maintain standard operating procedures.
* Coordinate resolution of complaints.
* Design Networking Policies and procedures.
* Implement support for the LANVLAN/WAN and installation of Switches.
* Provide Security for network clients through Anti-virus tools and firewall.
* Configure DNS/DHCP Server (Domain Name System/Dynamic Host Configuration Protocol), active directory and troubleshoot with them.
* Manage Citrix Server for Remote users connected to Hotel.



Company : **Excelsior Creek Hotel (MOBH Group)**

Position Held : IT Manager

Reporting to : General Manager

Duration : 03-06-2009 till 24-09-2011

Responsibilties:

Work with Microsoft Operating Systems Windows 2000, 2003/2008 and 2012 Server edition and windows 7, 8. Have excellent track record for meeting task / project deadlines within budgeted time and cost. Proven ability to coordinate activities with various departments, vendor co-ordination for procurement of necessary equipments and manage team members to complete assigned task in stipulated period. Have excellent communication and interpersonal skills suitable for great customer support.

* Management and Administration of Network.
* Ensure that strategic and core information is centralized and accessible to all users by administration of applications such as Opera Front Office System, Micros 9700 POS System, SUN Accounting System, Payroll System, FBM System, Exchange Server 2007, NEX Call Accounting and PABX telephone System.
* Maintain licenses for all software and ensure that all systems are covered by the proper maintenance contacts.
* Manage and secure the configuration records, programmed files and data files of the colleagues to back and recovery system onsite and offsite.
* Monitor the performance of the computer software and maintain a log of performance reports, error and integrity check reports, system malfunctions and solutions.
* Train selected hotel employees to take on major responsibilities of system managing in my absence.
* Investigate and report software problems to the vendor, or MIS regional, area or corporate office.
* Develop and maintain standard operating procedures.
* Coordinate resolution of complaints.
* Design Networking Policies and procdures.
* Implement support for the LANVLAN/WAN and installation of Switches.
* Provide Security for network clients through Anti-virus tools and firewall.



Company : **Best Homes Real Estate and Construction**

Position Held : System Administrator

Reporting to : Administration Manager

Duration : 07-08-2006 till 31-05-2009

Responsibilties:

* Develop and maintain standard operating procedures.
* Coordinate resolution of complaints.
* Implement support for the LAN/WAN and installation of Switches and configuration of routers.
* Provide Security for network clients through Anti-virus tools and firewall.
* Configure DNS/DHCP Server (Domain Name System/Dynamic Host Configuration Protocol), active directory and troubleshoot with them.
* Network Maintenance of network PCs in our company and site offices 500 active users.
* Install, configure and maintain different software’s for users.
* Investigate and report software problems to the vendor, or MIS regional, area or corporate office
* Maintain licenses for all software and ensure that all systems are covered by the proper maintenance contacts.
* Manage the configuration records, programmed files and data files on the computer system.
* Monitor the performance of the computer software and maintain a log of performance reports, error and integrity check reports, system malfunctions and solutions.

Company : **32Group**

Position Held : System Administrator

Reporting to : General Manager

Duration : 07-11-2002 till 30-06-2006

Responsibilties:

* Networking Solutions (LAN/WAN/VPN)
* Install, configure and maintain different software’s for users.
* Investigate and report software problems to the vendor, or MIS regional, area or corporate office
* Maintain licenses for all software and ensure that all systems are covered by the proper maintenance contacts.
* Manage the configuration records, programmed files and data files on the computer system.
* Monitor the performance of the computer software and maintain a log of performance reports, error and integrity check reports, system malfunctions and solutions.
* Hardware Repairs, Upgrades, All type of Installations
* MS-Office(MS-Word, MS-Excel, MS-Access, MS-Power Point)
* Expertise in all operating systems of MS Window(95/98/ME/2000/XP)
* Internet Surfing(Explorer, Netscape etc), Email(Web Based, Outlook)

# education

**Dec 1999** – **Bachelors Degree** – Universal Computer & Language Institute, Lahore, Pakistan. (Two *years Graduation*)

**Aug 1997** – **Intermediate (F.Sc)** – Federal Govt. Degree College, Lahore, Pakistan. (Two years high school program)

**July 1995** – **High School or equivalent** – Cantt Public High School Lahore, Pakistan. (This comprises of 10 year’s of basic schooling)

# languages

**Urdu:** Mother tongue

**English:** Fluent in Speaking, Writing & Reading

# systems experience

* Microsoft Operating System Windows Server 2000, 2003, 2008, 2012. Windows 7, 8.
* Micro Fidelio 9700 verison 4 , Opera PMS, Sun System, FBM.
* Microsoft Office Powerpoint 2007, 2013
* Microsoft Office Outlook 2007, 2013.
* PAYTREX (Human Resource Database and Payroll System)
* Time soft (Attendance Monitoring)
* FBM (Food & Beverage Management System)

# Other Training

* Hardware & Networking.
* MCITP (Microsoft Certified IT Professional)
* Opera PMS (Property Management System)
* IHG – Brand Standard Training.
* IHG – Stay Real Training.
* IHG – Culture Training.
* IHG – Stress Management.
* IHG – Career Management.
* IHG – Personal Data Privacy Training.
* IHG – Team Leadership.
* IHG – Team Management.
* IHG – Change Management.
* IHG – New Manager Transition
* HG – Feedback Essentials
* IHG – Goal Setting

I hereby certify that all information mentioned above is correct and true to best of my knowledge.

**References Available on Request**

***Farhan***