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|  | Ali Ali.373406@2freemail.com  |
| Professional Expertise | 5+ years of expertise in **IT Management & Planning**, **Business System Analyst** and **System Support & Administration**. |
| Education | **M.Sc. in Technology Management (Post Graduate Certificate)** | Staffordshire University, UK**Dissertation:** Effective Drivers of Cloud Computing for SMEs of Pakistan **B.Sc (Hons) in Computing (2010)** | Staffordshire University, UK**Final Year Project:** La’Cuisine Restaurant Management & Collaboration System |
| Skills | * Server Administration & Management: Windows Server 2012/2008 R2, DNS Management, AD DS (Active Directory Domain Server), WMI, Remote Server Management, Exchange server 2000/2013, IIS, MDaemon
* AD Management: User addition and disabling, Group policies.
* Hypervisor monitoring tool: VMware, HyperV, Wireshark
* Network Technologies & Protocols: TCP/IP, Subnet, VLAN, Access-list, SIP, and H.323.
* Database Concepts & Technologies: SQL Server 2012/2014, PL/SQL
* Service Desk / Helpdesk Application: Solarwind, Autotask, OSTicket, JIRA
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| Experience | **Emitac Enterprise Solutions LLC, Dubai, United Arab Emirates** (April 2016 – September 2017)**Designation: IT Support Team Coordinator & Asset Management*** Develop a detailed understanding of the activity under IT services and Management.
* Handling internal IT support and infrastructure.
* Liaise with IT vendors to evaluate, cost, purchase and implement key IT systems
* Provide first escalation point of support and helpdesk service.
* Identify issues using Soalrwinds Monitoring and escalate to the L2/L3 Team.
* Assist contract manager in the renewal of AMC contracts.
* Maintaining inventory of IT hardware spare parts with quarterly inventory audit check.
* Inventory Management of spare part for AMC customers.
* Coordinating with IT engineers for support calls and assign the task.
* Coordinating with outsourced resources.
* Verification of supplier and customer invoices for outsourced resources.
* Coordinating with Account Manager for any new resource deployed.

**Ghazi Brothers, Karachi Pakistan** (May 2015 – Jan 2016)**Designation: System Support Engineer (IT officer)*** Provide product support to all systems and manage all requests for systems and assist in resolving all issues and performing regular troubleshoot on all network issues and analyze all system logs.
* Develop a detailed understanding of the activity under audit, including IT risks and controls.
* Advise IT and business stakeholders on control best practices within their processes to reduce risks and improve efficiency and financial profitability.
* Performs general and application control reviews for simple to complex computer information systems.
* Performs information control reviews to include system development standards, operating procedures, system security, programming controls, communication controls, backup and disaster recovery, and system maintenance.
* Maintain all functional documents and respond to all customer requests and manage efficient operation of all internal systems.
* Administration of all installation and maintenance of all system.
* Provide support to all help desk operations and manage all products per customer requirements and provide support to all internal and external customers.
* Assist all engineers in technical operations and ensure utilization of all tools efficiently and prepare all required repair documents and ensure compliance with all organization guidelines.
* Maintain an optimal level of customer satisfaction and identify all customer issues and recommend appropriate resolution for same.
* Prepare reports for all repair activities and prepare required equipment proposals.
* Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels.

**Superceed (M) Sdn Bhd, Kuala Lumpur, Malaysia** (April 2014 – February 2015)Designation: Business System Analyst**Roles and Responsibility*** Coordination of operational processes for Technical Support Team.
* Coordination of operational processes for Billing Team.
* Coordinating with Telco Support Team regarding Support System.
* Prepares technical reports by collecting, analyzing, and summarizing information and trends.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Maintenance of server and networks infrastructure.
* Responsible for handling needs assessments and cost/benefit analysis to align the technology of the company with their business strategies.
* Maintenance of helpdesk system (RedONE Telecom Customer Support System)
* Maintenance and troubleshoot TCP and Superunity Server (inbound and outbound call) for Virtual Call Center system.
* Receive business needs from management, solicit product and enhancement requirements from end users and must be able to convert the requests from both into a workable solution to present to technology staff.

**Right Solutions, Karachi, Pakistan**October 2009 – June 2011Designation: Search Engine Optimizer**APIIT, Karachi, Pakistan (Intern)**April 2008 – October 2009Designation: Assistant System Support Engineer |
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| Reference | Available upon request |