 FAHAD

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**SUMMARY**

Enterprising, proficient, highly qualified **PROFESSIONAL** having over 12 years of experience in U.A.E., able to confidently lead projects and work with others at all levels of organisation with dependable capacity to meet challenging deadlines through excellent time management skills and self-motivation. Also possess flexibility, adaptability and determination to cope with change and setbacks.

**Areas of Expertise**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Managing Operation** |  |  |
|  | **Complete IT Infrastructure** |  |  |
|  | **Marketing Solutions** |  |  |
|  | **EMPLOYMENT HISTORY** | | (CURRENT) |
|  |  |  |  |
|  | **Operations/IT Manager** – |  |  |
|  | Omar Group, Dubai, United Arab Emirates | May 2014 - Till | |

**Key Responsibilities-**

Ensure that the day to day Operations of a Business run Smoothly. Oversee the supervision of Employees and Manage office.

Recruiting and training staff and allocate responsibilities and office space. Monitor inventory of office supplies and the purchasing of new items.

Managing IT Department.

Designing Marketing Strategies to grow the business. Complete Knowledge of Email Marketing Platforms.

**PREVIOUS EMPLOYMENT HISTORY**

**Systems Analyst** –

Al-Futtaim Dubai, United Arab Emirates November 2011 – May 2014

**Operation / IT Manager**–

Delma Brokerage Abu Dhabi, United Arab Emirates May 2010 – October 2011 (Financial Company)

**Operation / IT Engineer**

AGC Solutions, Sharjah, United Arab Emirates Oct 2005 – April 2010

**EXPERIENCE IN OPERATIONS/MARKETING**

Ensure that the day to day operations of a Business run Smoothly.

Planning and coordinating administrative procedures and systems and devising ways to streamline processes

Recruiting and training personnel and allocate responsibilities and office space

Assessing staff performance and provide coaching and guidance to ensure maximum efficiency

Monitor inventory of office supplies and the purchasing of new items with attention to budgetary constraints

Provide Complete Marketing Solutions, Specially Email marketing.

**EXPERIENCE IN INFORMATION TECHNOLOGY**

Accountable for configuring, installing, and managing installations of LAN / WAN/WLAN.

Troubleshooting and supporting Microsoft Windows Servers and other Windows Operating Systems.

Provide remote support to users when needed to resolve issues remotely. Provide VPN/WIFI Support and setup in users laptops.

Worked on Active directory to reset users Password and Troubleshooting.

Provide technical support for various network, hardware and software related problems. Maintain and update of company websites.

Co-ordinate with different vendors to resolve issues in line with the agreed service levels.

Perform data backup and restoration of servers and clients. Worked on Avaya and Cisco IP Phone system.

Provide support for the MS Office applications (MS Word, Excel, PowerPoint and Outlook).

Maintained Exchange Servers and mail clients.

Performed Preventive Maintenance activities and maintain record of complete Network Infrastructures, hardware and software assets.

**EDUCATION CREDENTIALS**



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| --- | --- | --- | --- | --- |
| **MSIT** | | | Masters of Science in Computer Science | Dec. 2012 |
|  |  |  | University of Atlanta |  |
| **BSIT-** | | | Bachelors of Science in Information Technology | Nov 2005 |
|  |  |  | American University of Hawaii |  |



**MCSE -** Microsoft Certified System Engineer (Windows 2003 server) **CCNA -** Cisco Certified Network Engineer



**MCITP-** Microsoft Certified IT Professional (Windows 2008 Sever) **ITIL V3 Foundation (2011)** IT Infrastructure Library



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|  | **PERSONAL DETAILS** |
| Date of Birth | : 10 May 1986 |
| Nationality | : Pakistani |
| Language Known | : English, Urdu & Arabic (Read/Write) |
| Place of Birth | : Dubai, U.A.E |
| Driving License | : Light Vehicle Driving License |
| Marital Status | : Married |
| Visa Status | : Employment Visa |