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| **First Name of Application CV No 558762**  Whatsapp Mobile: +971504753686  To get contact details of this candidate Purchase our CV Database Access on this link.  <http://www.gulfjobseeker.com/employer/services/buycvdatabase.php> |  |

**Profile Synopsis**



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Versatile, Dynamic and Gulf experience management professional equipped with 10+ years of diverse experience, seasoned expertise in orchestrating successful business turnaround and growth ventures within a diversified industry. Manifest broad experience in directing whole gamut encompassing IT Management, Project Management, IT Operations, disaster recovery, software development, process improvement, web development, ERP application management, database administration, MIS reports development and customer service. Possess track record in developing and implementing IT strategies, synergizing core business objectives with IT to achieve growth, and leveraging technologies for rationalizing manpower, enhancing organizational productivity and improving the efficiency of operations. Displayed caliber in Business Application/ Infrastructure from conceptualization, planning, solution design, development, testing, troubleshooting and implementation; utilizing net technologies networking, TCP/IP addressing schemes, and IP Technologies; Proven success in systems integration, networking, troubleshooting, repair, building systems, upgrade capabilities; Result oriented & effective team leader with excellent planning, monitoring, critical thinking, attention to details, time management, team building, analytical, communication, problem-solving, decision-making and interpersonal skills. Aspiring to contribute & work actively in any reputed company where gained knowledge, expertise and management skills will have a valuable impact.

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| **Strengths** | |
| * Gained 10+ years experience w/in Multinational Co. * Prowess in setting-up and managing IT infrastructures * Dexterity in e-Business/e-Marketing & ERP support * ERP Mgmt/Database Mgmt & MIS Reporting skills * Exemplary IT Operations & Service Delivery skills * Excellent Analytical/Problem-solving/Interpersonal skills | * Expertise in IT Management & Project Implementation * Business analysis and solutions implementation skills * Cost Control/P&L Management/Revenue Achievements * Technically Astute- Abreast with Latest Technologies * ITIL Implementation – Training & Development skills * Confident – Divergent & Out of the Box Thinking |

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| **Educational Qualification** |

**Bachelor's Degree in Software Engineering – NUMLS, Islamabad Pakistan 2004**

**Associate Engineering in Computer Technology – Punjab Board, Pakistan 2001**

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| **Career Progression** |

**IT Manager – C4I Technologies Feb 2016 – Present**

**Head of IT – Agility Logistics, Qatar** (Gulf warehousing Company) **Nov 2006 – May 2013**

**System Engineer – Wi-Tribe Jan 2006 – Nov 2006**

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| **IT Management Key Skills** |

* IT Planning
* IT Infrastructure Deployment
* IT Operations
* Process Automation
* Data centers management

**Project Implementation Skills**

* Systems Integration
* Team Building
* Vendor Relations
* IT Compliance
* Project Management
* Disaster Recovery Mgmt
* Budgeting and Cost Control
* Electronic Document Mgmt
* ITIL / ISO 27001 Implementation

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* Document Solutions (EMC)
* Asset Management
* POD (Document Proof of Delivery)
* ERP Implementation (Oracle)
* Backup Implementation
* Warehouse Management System
* IT Policies & Procedures
* Migration Domain/Exchange 2010
* Microsoft SharePoint 2010
* Microsoft Lync 2010
* SCOM & Service Management
* Unified Thread Management
* Vulnerability Management
* ISO 27001 Implementation
* HP Servers Implementation
* LAN & Wifi Network
* Cisco IP Telephony
* CCTV Implementation

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| **Areas of Expertise** |

**IT Management**

* Formulate, define and implement solutions that are cost effective, reflective of industry standards and trends that meet business and user needs.
* Effectively manage programs and the teams to achieve expected deliverables across multiple functions, performance managing their employees, and developing short and long-term strategies for both assigned department and IT overall.
* Transform strategies into prioritized initiatives for teams and provide support for urgent issues without losing focus on longer term deliverables.
* Oversee a wide-range of priorities and manage relationships with other IT and non-IT departments, all while considering short-term and long-term implications of each decision.
* Lead internal cross-department IT initiatives and participates in cross-functional initiatives for the organization.
* Perform setup and administration of network and computer-based security provisions, policies, ongoing monitoring, and maintenance of anti-virus, firewall, and network security.
* Manage a team to complete assigned deliverables; works to develop employee skills, evaluates performance, provides feedback and oversees resolution of employee relations issues.
* Ensure projects/initiatives are completed within designated time frames and tracks and reports progress to upper management. Acts as liaison between business management and IT to resolve issues and monitor results.
* Establish and administers short and long-term strategies in coordination with all other IT and business senior management for assigned information technology department.
* Develop annual budgets; tracks and reports results, often for multiple departments. Tracks activities and records results on the departmental scorecard and overall IT Scorecard.
* Represents Information Technology in cross-functional meetings and projects. Prepare for implements and communicates new corporate initiatives and processes within assigned team.

**IT Project Management**

* Extensive knowledge and experience in project methodology, feasibility study, change control, budgeting, and risk management. Develop and manage work breakdown structure of IT Projects.
* Formulate or update project plans including information such as project objectives, technologies, systems, information specifications, schedules, funding, and staffing. Monitor project progress and ensure appropriate project documentation.
* Spearhead design, development, projects planning, testing, quality assurance, and project coordination.
* Identify resources needed and ensure its proper utilization; assign individual responsibilities and supervise work to optimize performance. Assign duties, responsibilities, and spans of authority to project personnel.
* Manage daily operational aspects of a project and control changes in project scope while communicating impact to management and team. Administer project execution to ensure adherence to budget, schedule, and scope.
* Prepare project status reports by collecting, analyzing, and summarizing information and trends.
* Interact with internal clients at all levels to identify needs and evaluate alternative business solutions; resolve IT-related issues & provide answers in a timely manner. Introduce user training procedure, to ensure efficient use of IT equipment.

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| **Proven Job Role** |

**IT Manager – C4I Technologies**

* Assume management responsibility for assigned services and activities of the Information Technology Division including designing, implementing, and administering City-wide information technology activities; manage, upgrade, and direct the installation, operation, and maintenance of information technology hardware and software; manage and maintain data and equipment security; administer and provide ongoing technical support and training for City staff.
* Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.
* Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
* Plan, direct, and review the work plan for information technology staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
* Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
* Oversee the development and administration of the Division’s annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
* Coordinate information technology capital improvement purchases for City departments.
* Plan the programs and operations of the division to meet the short and long-range goals of the Information Technology Division; oversee the operation of the division in order to implement goals and programs.
* Manage and provide the deployment, monitoring, maintenance, development, upgrade, and support of all information technology systems, including servers, PC’s, operating systems, hardware, software, peripherals and application development, and telecommunication systems.
* Evaluate existing information technology needs of all departments; propose recommendations to maintain and improve the quality of service; plan, coordinate and implement improvements in service.
* Prepare bid specifications and analyze bid proposals for computer and network equipment and software, and telecommunications equipment and software. Coordinate networking data transfers with other agencies.

**Head of IT – Agility Logistics Qatar (Gulf warehousing Company)**

* Member of Senior Management Team – Ensure a constructive contribution to the formation of the department key business and service objectives. Formulate & progress IT that allows the department to archive those objectives.
* Managed the IT Department, ensuring delivery of appropriate service, support and information to all users in the GWC offices, including the agreement and ongoing management of service level agreements (SLA’S).
* Maintained an oversight of all IT ensuring the compatibility and integration issues are taken into account and, as a member of IT steering committee, responsible for the monitoring and control of all IT-led projects within the company.
* Responsible for company’s information security policy and adherence to the requirements of the data protection Act.
* Controlled the operational costs of the IT department, including the preparation, submission, and monitoring of operational budgets that meet prevailing objectives and constraints.
* Ensured that IT infrastructure and stored data is secured by internal and external threads.
* Oversee provision of end-user support services, including help-desk and associated technical support services.
* Responsible for the implementation and testing of IT continuity to support the organization’s business continuity plans.
* Oversee negotiation & administration of vendor, outsourced suppliers and consultant service agreements and contracts.
* Managed department staffing, including resource planning, recruitment, professional development, appraisal and disciplinary actions to provide a resilient and responsive support team that provides the specified service levels to the organization’s users and the required skills for the technical support of the solutions in use.
* Ensured that the structure of the IT department and skill sets present within it are appropriate to meet the needs of the business. Managed budgeting for all aspects of IT function including people, equipment & suppliers.
* Initiated contingency planning and continue system improvements develop and support internal and external communication networks, maintaining the security and integrity of all systems and stored data.
* Established and manage SLA’s for support by vendors and third party providers.

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| **Focal Key Achievements** |

***I.T Project Management***

* Lead, direct and Managed first cloud based Electronic Document Management solution for Qatar Commercial Bank , Al AhliBank ,Alkhaleeji Bank Qatar
* Lead ,Managed Document Archiving Solutions for almost all big customers in Qatar i.e Banks, Shell, RasGas etc
* Lead ,direct Microsoft Business Applications

***I.T Infrastructure Management***

* Lead, direct and managed desktop, applications, network and systems support teams.
* Effectively managed a team of 8 employees at Gulf warehousing Company-Agility Logistics.
* Oversee support of (650) plus computer users at (7) plus sites.
* Managed 2 data centers and 1 DR sites.

***I.T infrastructure Management using ITIL based processes and function***

* Played pivotal role on ITIL Service Support areas such as Incident, Problem, Change, Release, Configuration Management and Service Desk
* Orchestrated ITIL Service Delivery areas such as Service Level, Availability, Capacity, Financial, and IT Service Continuity Management
* Formulated and implemented Service Desk and Incident Management at Gulfwarehousing Company.
* Successfully executed ITIL processes at Gulf warehousing Company.

***I.T Standards Compliance***

* Instrumental in orchestrating Audit compliance (ISO 27001, ITIL
* Spearheaded IT team to analyze the yearly audit reports, and take on projects to meet the requirements.
* **IT Strategy & Execution** – Cognizant to define IT visions/plans at the enterprise level, define and source the right IT solutions to support business objective, and build cost-effective and scalable solutions that support business growth.
* **IT Systems & Operations** – Played a key role in establishing and consolidating IT operations.
* **Vendor Relations** – Track record in building and maintaining strong relationship with the right vendors to reduce costs, improve support/service, and support strategic goals.
* **Leadership & Talent Development** – Strategic and effective team leader to train and manage IT teams.

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| **Accomplished Projects Portfolio** |

* Delivery of Electronic Document Management solutions
* Delivery of Document Archiving Solutions
* Delivery of Fixed Asset Management solutions
* Delivery of IT infrastructure for 7 plus sites equipped with Local Area Network and WIFI Network & IP Telephony
* Business continuity/disaster recovery plans / sites design and implementation
* Project Management for selection and roll out of regional antivirus and desktop backup solution
* Project Management of Cross Migration of Domains & Exchange Email Migration from 2007 to 2010
* Backup Exec – 2010 Implementation on around 60 Servers
* Project Management for Microsoft SharePoint 2010 and Lync 2010 Implementation
* Project Management for Microsoft System Center Operation Manager
* Project Management for Microsoft Service Manager – (IT Help Desk)
* Project Management for Problem, Change, Incident, Release Management
* Project Management – ISO 27001 Implementation
* Project Management of Unified Tread Management & Vulnerability Management
* Project Management for Solar Wind Implementation – Bandwidth/Device monitoring

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| **Professional Development** |

* CCNA – Corvit, Pakistan (2006)
* Oracle Certified Associate (2015)
* ISO 27001 Training – (In-house - June 2012)
* MCSE – Corvit, Pakistan (2015)
* Red Hat (RHCSA 2015)
* PMP Training – PMI (April 2011)

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| **Personal Details** |

Nationality : Pakistan

Date of Birth : 12th Nov 1982

Marital Status : Married

Languages : English, Urdu & Hindi