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# MUHAMMAD ASIF

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**Address:** St#3, Near City School, Defense Colony, Kasur, Punjab 55050, Pakistan ♦ **Cell:** PAK +923014301931 & KSA:+966595439559 ♦ **E-mail:** asif\_pk007@hotmail.com

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## PROFESSIONAL SUMMARY

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Proficient Information Systems Analyst familiar with completing highly technical work to improve business computing environments. Excellent critical thinking, organizational and conflict management skills developed over 13 years in the field. Seeking a permanent position in a challenging, growth-oriented environment with respected organization dedicated to world class quality.

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## SKILLS

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- Systems Analysis & Designing
- Desktop Support / Helpdesk
- Database Design & Management
- Voice & Data Telecommunications
- IT Architectures Planning and Implementation
- Consultative support
- Website and portal monitoring
- Excellent diagnostic skills
- Excellent problem-solving abilities

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## WORK HISTORY

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**Information Systems Analyst**, from 11/2016 to Current

**Al-Qahtani Pipe Coating Industries** – Dammam, Saudi Arabia

- Installed improvements and adjusted parameters to optimize functionality.
- Trained users and supported a variety of problems with hardware and software. Planned and designed system improvements to meet changing demands. Performed root cause analysis to diagnose system faults.
- Established compatibility with third party software products by developing program for modification and integration.
- Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects.
- Supervised and provided direction for six technical direct reports regarding network activities. Managed firewall, network monitoring and server monitoring both on- and off-site.
- Advocated for end-users to perform testing and problem analysis for server, desktop and IT infrastructure work.
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Coordinated with systems partners to finalize designs and confirm requirements.
- Built application platform foundation to support migration from client-server product lines to enterprise architectures and services.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Developed and implemented complex Internet and Intranet applications on multiple platforms.
- Utilized a pipe and filter model to find bottlenecks and enable measurement of system resource usage and process behavior at boundary limits of all operations.
- Designed and implemented new server standards for core business services.
- Developed data architecture design to enable analysts to perform targeted customer analysis. Developed work-flow charts and diagrams to ensure production team compliance with client deadlines. Aligned office departments and increased inter-department communication and data sharing.

- Provided methodologies for object-oriented software development and efficient database design. Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Recommended architectural improvements, design solutions and integration solutions.
- Trained junior members of IT team regarding network security and troubleshooting of data circuits. Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.
- Recommended network security standards to management.

## **Information Technology Manager, from 04/2009 to 11/2016**

### **H. Sadar Ali Akhtar Ali (Pvt.) Ltd. – Lahore, Pakistan**

1. Manage information technology and computer systems:
  - Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP)
  - Develop and implement policies and procedures for electronic data processing and computer systems operations and development
  - Meet with managers to discuss system requirements, specifications, costs and timelines
  - Hire and manage information system's personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems
  - Control the computer systems budgets and expenditures
2. Ensure technology is accessible and equipped with current hardware and software:
  - Troubleshoot hardware, software and network operating system
  - Provide orientation to new users of existing technology Train staff about potential uses of existing technology
  - Provide recommendations about accessing information and support
  - Maintain current and accurate inventory of technology hardware, software and resources
3. Monitor and maintain technology to ensure maximum access:
  - Troubleshoot all technology issues
  - Maintain log and/or list of required repairs and maintenance Make recommendations about purchase of technology resources Research current and potential resources and services
  - Provide network accounts and passwords as required Monitor security of all technology
  - Input and maintain IP addresses
  - Ensure installation of lock out programs
  - Identify and prepare hardware for disposal when appropriate Ensure hardware is stripped and secured before disposal
4. Network and System Administrations:
  - Install and support LANs, WANs, network segments, Internet, and intranet systems. Install and maintain network hardware and software.
  - Monitor networks to ensure security and availability to specific users. Determine network and system requirements.
  - Maintain integrity of the network, server deployment, and securities of DNS & ISA Servers.
  - Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
  - Design and deploy networks.
  - Assign routing protocols and routing table configuration.
  - Assign configuration of authentication and authorization of directory services.
  - Maintain network servers such as file sharing servers, VPN gateways, and intrusion detection systems.

- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, software deployment, security updates and patches.
- Monitoring and backup preservation of all SQL and Access Data Bases.

**In-charge Cash Department**, from 07/2005 to 01/2008

**Bank Alfalah Limited** – Kasur, Pakistan

- Assists the Tellers/ Cashiers in their daily transactions and effectively resolves any problem arising from interactions with internal or external customer.
- Monitor the Foreign Currency (FCY) movement for proper disposition of FCY funds. Monitor the petty cash voucher on daily and monthly basis.
- Inspect the balancing of Stock of Stamps on daily and monthly basis.
- Marketing of asset & liability products to contribute towards achieving branch targets.
- Monitor & Report ATM activities i.e cash shortage and excess dealing with remote banking in a timely manners.
- Arrange insurance coverage for excess cash on premises.
- Ensure the timely customer services and accommodate the complaints against counter services. Implementing the Know Your Customer (KYC) policy and submitting the required data to the marketing and monitoring departments as and when required.
- Conducting internal audit of cash department and preparing the compliance report to achieve the standards of external audit.
- Monitor the transactions with respect to the Anti-money laundering (AML) system in order to sort out suspected deposits/transfers.

-----EDUCATION-----

**MBA: Management of Information System, 2012**

**Virtual University of Pakistan** - Lahore

**B.Com (I.T): Commerce with Information Technology, 2004**

**University of the Punjab** - Lahore

**I.C.S: Computer Sciences, 2002**

**Board of Intermediate and Secondary Education** - Lahore

-----CERTIFICATIONS-----

- MCSE 6 month practice in Nemcon Computer Institute Lahore
- English Proficiency Certificate from Virtual University of Pakistan
- Quality Assurance Program
- Internship in NATIONAL BANK OF PAKISTAN for three months
- Cash Officers Batch Training of one month
- Anti-Money Laundering Program of one day
- United Nations Development Program Training of one day
- Certified Information System Security Professional