



IT PROFESSIONAL



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## ABOUT ME

A successful IT Professional with a Professional Experience of managing Projects standardization of processes (ISO20000). Strong ability to understand organizational requirements to strengthen IT capabilities and system infrastructure.

An extensive analytical and software experience of investigating, diagnosing network problem and knowledge of IT operating systems. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support and development teams.

Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organized and structured work ethic.

Looking for a career advancement opportunity with a company that will challenge my problem-solving skills and allow me to develop my knowledge & potential.



## LANGUAGES

- English
- Arabic
- Urdu



## ADDRESS

### Current Address

Salamat Hospital, AL Muntazah AL Gharbi,  
Hail, K.S.A

### Permanent Address

A-9 Lala Rukh, Quaid Avenue,  
Wah Cantt. PAKISTAN



## PERSONAL INFORMATION

**MARITAL STATUS:** Married

**D.O.B:** 27-12-1989

**PLACE OF BIRTH:** Wah Cantt

**PASSPORT:** BK5191573

**NATIONALITY:** Pakistani

**PAKISTAN N.I.C:** 37406-6922157-3

**K.S.A IQAMA:** 2390585640

**DRIVING LICENSE:** PAK & K.S.A



## WORK

Jun 2016

Present

### SALAMAT MEDICAL GROUP | HAIL, K.S.A

*IT ADMINISTRATOR (System, Network, Hardware & Software)*

- Directly responsible for providing consultation on ITIL best practices Framework including ISO20000, across all processes.
- Performing Administrative and Technical Support including System, Software and Network on Multiple Location's which include 3 Polyclinic's, 2 Hospital's, Administration Building, Warehouse, Physiotherapy Centers and Saloons.
- Coordination with IT Director for Daily IT operations.
- Monitor and ensure workload is balanced between technicians.
- Work on IT Strategy implementation to undertake the role of ITIL Consultant within the IT Department. Produced extensive report (both strategic and tactical) documenting current state of IT Help Desk, proposed future state, gap analysis and recommendations based on ITSM best-practices.
- Identify, analyze and evaluate the Service Management compliance requirements for the organization.
- Assist external and internal audits with respect to ITSM in accordance of ISO 20000
- Prepare formal written audit reports and supporting workpapers that document testing and conclusions on the adequacy of controls.
- Makes effective decisions and recommends changes to procedures to increase efficiency and quality.
- Deliver and lead key metric's and tasks which improve stability for users and implement best practice efforts within the organization.
- Ensuring that IT staff are equipped with the appropriate knowledge and skills to handle end-user's IT related problems or issues.
- Implemented Service Desk, Incident, Problem, Change and Disaster Recovery processes based on ITIL best-practices.
- Ensure tickets are responded to in a timely manner and communication with the end user is completed by the technician assigned to the work.
- Responsible for managing risks that could impact IT services.
- Managing comprehensive documentation as it relates to server and network topology, IT Equipment's, data log, user records and configurations, Processes, Plans, Templates, OLA, SLA.
- Maintaining high levels of end-user satisfaction with the services provided through empathy and understanding of the impact of incidents on the end-user.
- Pro-actively monitor the Incident and request management queues and update as per the process defined.
- Attend meetings with Top managements, covering performance reports, service improvements, and quality and processes.
- Prepare quarterly and end of year performance evaluations for employees and ensure objectives are met.
- Working on Virtual Infrastructure, VMware ESXi 5.5, VMware vSphere Client, vSphere Web Client. Creating and managing Templates for VMs, working with clones and snapshots.





## IT SKILLS

### OPERATING SYSTEMS

#### Client Side:

- Windows 10/8/7/XP
- MAC OS
- Linux/Solaris

#### Server Side:

- Windows Server 2012/2008/2003
- VMware ESXi 5.5
- XEN-Server 6.2
- Citrix
- Hyper-V

### SYSTEM ADMINISTRATOR

Active Directory, Domain Controller, DNS, DHCP, File Server, FAX Server, SMTP & POP3, RAID, Avaya IP Office, SiP, NVR & DVR, DB Backups

### NETWORK, SECURITY & FIREWALL

Switches & Routers Configurations, ASDM, TMG, Microsoft ISA Server 2004/2006, Cisco Firewall ASA 5510, Fortinet Firewall, Barracuda Firewall

### MAIL SERVER

- Microsoft Exchange 2010/2007/2003
- Gmail Suite by Google Cloud
- Microsoft Office 365 Domain
- Media Temple
- Brain.net

### MISCELLANEOUS APPLICATIONS & TOOLS

MS Office 365/2016/2013/2010/2007, PS Tools, AD Manager, KLS Backup, Acronis, Hiren's Boot, Putty, Adobe Photoshop, Nitro PDF, AutoCAD & 3D Max, Corel Draw, VMware WorkStation, VMware ThinApp, VMware Horizon, Philips K-PACS, Radiant Dicom Viewer, Vista Scan, Net Employee Monitor, IP Searcher, Camtasia, TeamViewer, Net i- Viewer, Mat lab, Dreamweaver, CSS & HTML, Power Builder, Oracle 8i, SQL, Visual Basic, iYogi Support Dock, Anti-Virus (NOD32, Symantec, AVG, MacAfee) etc.



## WORK

- Conduct orientation/trainings for Medical System, enroll finger prints, deliver PC, domain user and emails to all Medical & Non-Medical staff including Doctors & Nurses, HR & Admin, Accounts & Finance, Receptionists & Technicians to deliver quality services.
- Managing the physical environment, e.g. power and cooling, building access management, and environmental monitoring.
- Where applicable remotely administrate multiple hosted clients.
- Troubleshooting system, software, hardware and network problems and diagnosing faults, i.e. Develops solutions by preparing and evaluating alternative tools and workflow solutions.
- Data traffic monitoring through network analyzer tools.
- Managing Domain Controller and Active Directory, for setting up new domain user accounts, user profiles, group policies, user access rights management, fileserver sharing rights and passwords etc.
- Manage DHCP server, IP lease management and expiry etc.
- Configuration and management of ASDM & TMG Firewall.
- Standard system administration duties including server installations, System/App installations and patch management, Windows problem determination and resolution, log analysis, etc.
- Provide technical support of IT Devices attached with Bio Medical machines and sound systems and projectors in Training Hall and Meeting Room.
- Installation, Updating and Managing AVG Antivirus to secure PC and Network from any Malware.
- Switches configurations Data, Voice, Camera V-Lan, tagging un-tagging ports, IP Addressing.
- Take scheduled backups for DB server files and fileserver.
- Installation, configuration, test and provide maintenance of Work Stations, Server's, Hardware's, Network Devices, Virtual Machines, WYSE Thin Clients, Operating Systems including Xp, Win7, Win8.1, Win10, AVAYA IP Office 9.0.3, SiP, NVR & DVR, CCTV Camera's Samsung (iPOLiS, DOME, FiSHEYE), Dell PowerEdge R720, HP 8206zl Switch, HP 2920-48g, Finger Print Machines, System Management Tools, Multiple types of Scanners, Local & Network Printers and Xerox Machines etc. and company accepted software (Medical System, Accounts System, HR System, Attendance Management System, PACS Viewer, VistaScan, etc.
- Make scheduled window updates from WSUS and restart the updated PC as per requirement.
- Windows, Servers and Microsoft Office Licensing.
- Daily Check and balance of the Data Centre and Cabinets, making sure that all the equipment's (Servers, SAN Storage, Network Switches, Routers, AC's etc.) are working properly.
- Network cable crimping, tagging, mapping and fixing face plats.
- Making Doctors Clinical Schedules and updating them as per request.
- On and off visits to other locations, providing technical support of Medical System, Store System, Accounts System, HR System, Attendance Management System and update, dumps file backup of servers, make & update ThinApp's for users as per upgradation and user requirements, Finger Print machine access for HR personals to connect and poll attendance records of the Staff from all the locations through VPN etc.
- Pro-actively monitor the Incident and request management queues and update as per the process defined.
- Stay abreast of emerging technologies.
- Mentor, train and collaborate with other team members.



## WORK

Jun 2015  
Jun 2016

**SALAMAT HOSPITAL | HAIL, K.S.A**

*IT TECHNICAL SUPPORT ENGINEER (System, Network, Hardware & Software)*



### HMIS Support & Implementation

Provide software functional support during the implementation of a complete hospital management information system (HMIS) at Salamat Hospital. During this project following were my responsibilities.

- Documented "Current state" and "Future State" processes.
- Coordinate with development team for incorporating user's requirements in system.
- Responsible for managing information for the project and ensuring the integrity of data throughout the system.
- Collect feedback on data accuracy and completeness from head of all departments/wards to update monitoring graphs on monthly basis.
- Monitor and test software performance for potential bottlenecks, identify possible solutions, and work with software developer's team to implement those fixes.
- Identify and analyze internal departmental and business needs, and translate needs into system and application requirements and value-added solutions
- Transferring employees' attendance from Bio metric machine to HMIS software.
- Provide software modules training support and create, delete, manage rights & access new user in system (HMIS), according to their job role.
- During implementation I worked on the following modules;

- |                                |                            |
|--------------------------------|----------------------------|
| ✚ Clinical Services            | ✚ Store Material Requests  |
| ✚ Drugs Prescription           | ✚ Human Resource           |
| ✚ Internal & External Pharmacy | ✚ Accounts & Cash          |
| ✚ Laboratory & Radiology       | ✚ Finance & Audit          |
| ✚ Out Patient Department       | ✚ Insurance & Approval     |
| ✚ In Patient Department        | ✚ Scheduling & Appointment |
| ✚ Medical Record, Sick Leave   | ✚ Payroll                  |

### IT System Support

- CITRIX XenServer 6.2, XenCenter 6.2, Citrix StoreFront 2.5.0.29, Citrix Studio 7.5.0.4531 (XenApp, XenDesktop, Citrix Web Interface)
- Deployment of on-demand virtual desktops and applications.
- Setup vLAN's for guests' VM's.
- Creation of multiple delivery groups for corresponding departments within organizations.
- Installing and Upgrading the Licensing Server for Citrix XenApp.
- Utilization of XenApp and XenDesktop machine and user polices; including printer policy.
- Citrix Receiver client management and configuration for Windows.
- Citrix Web Interface, publishing/disabling applications.
- Resolving all incidents and requests relating to desktop and other hardware as mentioned above.
- Troubleshoot and resolve problems within agreed service levels and quality measures.
- Build and configure domain user's profiles according to standards set and as per request or use.
- Rapidly establishing a good working relationship with all the departments and professionals, e.g., software developers (Vendor)
- Create, request, and present technical specifications and requirements for purchasing of new servers and networking equipment via quote procedure.
- Communicating with the maintenance staff where their support is required.
- Configure, test and maintain LAN equipment and services, including switches, routers, firewalls and VPN.

SELF-MOTIVATION

TIME MANAGEMENT

COMMUNICATION

WORK UNDER PRESSURE

LEADERSHIP

**SAUDI EMBASSY VISA SERVICE CENTER | NORTH REGION,  
ISLAMABAD, PAKISTAN**  
*IT EXECUTIVE*

- Leading a team of IT Technicians for Visa Service Center North Region. Location includes Islamabad, Lahore and Peshawar.
- Assists Internal Auditors in completing IT components of audits and completing computer assisted audit techniques.
- Provide direct-audit assistance to the external auditors.
- Prepares timely reports/memos that detail the results of work and improvement recommendations.
- Assist in performing system diagnosis, repair and updates to ensure data integrity and reliability of automated tasks.
- Diagnose and resolve problems with network-based equipment such as printers, photocopiers, fax machines and network switches.
- Administrate & maintain LAN comprising of 150 Data Nodes.
- Provide help-desk and on-site technical support of hardware and software.
- Escalation of any issue to 3rd line support staff (including vendors).
- Help in ensuring the anti-virus software and support dock is always up to date.
- Ensure routine backups are performed regularly for local servers and maintain daily logs for finger prints of applicants on software provided by Ministry of Interior (MOI), K.S.A.
- Managing the user rights, accounts, policies, and network resources.
- Prepare audit plans and obtain approval from Executive Director, organize audit schedules, initiate exercise, and perform audit activities to evaluate the organization's policies and procedures of defined areas.
- Complete LAN/WAN Management, Deployment and troubleshooting operation and support of IT equipment and remote management.
- Responsible for development of IT strategy, Controls and IT Asset management.
- Develop and conduct various training and instruction for system users on operating systems, relational databases and other applications.
- Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
- Installing, configuring, manage & maintain Domain, Active Directory, File Server, Print Server and VPN Server
- Configuring Outlook on Office 365, E-mail backups
- Installing, configuring, manage & maintain (Switch, Wireless AP, DSL Modem, Network Print Server/ Scanner, Zebra TLP 2844, Epson TM-t20, Symbol Barcode Reader, Bixolon Thermal Printer, Kiosk Machine, Donatello – Digital Signage Solution, Access Passport Scanners, Cross Match Finger Print Scanner)
- Tracking & maintaining inventory levels in the stores for all items required, thereby ensuring optimum use of inventory; spearheading the computerized control of incoming and outgoing materials.
- Identifying new potential vendors for strategic sourcing, ensuring that equipment/ material received are in accordance with the quantity & quality requirements.
- Identifying and negotiating with vendors for procuring for various IT equipment's at reasonable price by floating the enquiries and developing vendors for better price, quality, delivery & increased volumes and identifying alternate vendors.
- Monitoring quality of procured material through regular meetings and interacting with suppliers for timely supply & services at competitive cost.
- Work with Vendors, and staff to produce Network designs.
- This involves detailing Network requirements and Equipment to implement different designs, producing network design documents such as drawings and recommendations for a specific approach, and the presentation of same to technical staff and management.
- Coordinate and manage good long-term relationships with vendors and support staff that provide hardware, software, network problem resolution.



## WORK

Dec 2012 - Dec 2013 **RAZZIQ INTERNATIONAL (PVT.) LTD, LOGISTICS & SCM | LAHORE, PAK**







### IT SUPPORT EXECUTIVE

- Manage ISA, Domain 2003 & 2008 window servers, outlook and network security in windows and Linux based systems
- Cisco Routers 2921, Switches 2960
- Hyper-V Microsoft Windows Server 2008 R2 Sp1 (64-bit)
- Install work stations, connect and set up hardware and load all required software
- Maintain complete security for web and data access for operating systems
- Provide technical support to individuals
- Troubleshoot issues related to (hardware, software and network operating system)
- Maintain Inventory of technology hardware, software resources and coordinate with Manager IT
- Ensure complete backups of all work being done on daily basis by all departments and ensure its security and availability when required.
- Control Internet access to only official equipment, no personal equipment or mobiles should have access to the office Networks.
- Identify and prepare hardware for disposal when appropriate. Ensure hardware is secured before disposal
- Resolving all incidents and requests relating to desktop and laptops
- Administrate & maintain LAN comprising of 400 Data Nodes.
- Installation of hardware (such as PCs, printers, scanners etc.) and company accepted software
- Troubleshoot and resolve problems within agreed service levels and quality measures
- Escalation of any issue to 3rd line support staff (including vendors)
- Remote support to end user where applicable
- Configuration of Desktop and Laptop and connectivity to network (LAN)
- Build and configure user's profiles according to standards set.
- Pro-actively monitor the Incident and request management queues and update as per the process defined.

Aug 2012 - Aug 2012 **P.O.F HOSPITAL, IT DEPARTMENT | WAH CANTT, PAKISTAN**

### HMIS TRAINEE

- During the internship I gained exposure to the modules present in management information system known as Hospital Management Information System which includes;
 









<ul style="list-style-type: none"> <li> Clinical OPD</li> <li> Inpatient Admission</li> <li> Radiology &amp; Laboratory</li> </ul>	<ul style="list-style-type: none"> <li> Drugs</li> <li> Administrative</li> <li> Financials</li> </ul>
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Jul 2012 - Aug 2012 **P.O.F, MIS DEPARTMENT | WAH CANTT, PAKISTAN**

### IT TRAINEE

- During the internship I gained exposure to the following areas;
 

<ul style="list-style-type: none"> <li> Inventory</li> <li> Personnel</li> <li> Payroll</li> <li> Production Planning Control</li> </ul>	<ul style="list-style-type: none"> <li> Web &amp; Graphics</li> <li> Networking</li> <li> Database Administration</li> <li> Hardware</li> </ul>
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Jun 2010 - May 2012 **P.O.F ORDNANCE CLUB | WAH CANTT, PAKISTAN**

### IT OFFICER

- Setting up new users' accounts and profiles and dealing with password issues
- Configuration of Desktop and Laptop and connectivity to network (LAN)
- Maintain data backups, E-mail backups & Configuring Outlook
- Installation of Software packages.
- Installation & configuration (Switch, Wireless AP, DSL Modem, Network Print Server/ Scanner).
- Troubleshooting, resolving network connectivity, operating system and software related problems.
- Conducting electric safety checks on computer equipment.
- Compose Membership cards for different sports, events, tours etc.
- Maintain records of members in Excel file
- Data Entry in an accurate and efficient manner & compare entered data with the source documents
- Scanned documents and processed various forms as directed



• Travelling

• Chess

• Horse Riding

• Tennis

• Swimming

• Internet Surfing





## PROJECTS

Sep 2015  
Nov 2016

**IT BUTLER, CONSULTANCY SERVICES | RIYADH, K.S.A**  
**PROJECT LOCATION : UNIVERSITY OF HAIL, K.S.A**  
*ITSM COORDINATOR (ISO 20000)*



Worked as a Part Time for 3 months on a project of IT Butler with a team of auditors and consultants to get the University ISO 20000 Certified from (URS) United Registrar of Systems.

During this Project we went through the following stages & Processes to get the University Certified;

- Assessment Scope and Approach**  
 This assessment is done using ISO20000 requirements, keeping UOH's ITSMS Scope Statement as a core focus. During the assessment, a detailed discussion is performed with Dean IT & E-Learning, Department heads. Information and evidences about IT organization, Services and Service management practices were gathered. Based on the assessment findings, observations, evidence collected and discussion with UOH staff, IT Butler has assigned a capability level to each of the processes that were assessed. This assessment rating should be considered as a base line.
- Strength of UOH-IT**  
 Analyse how much committed, dedicated and motivated the IT and E-Learning department is to bring latest solutions and technologies, innovative and robust IT services to its stakeholders (Faculty, Admin staff and Students) to comply with international standards.
- Analyze the ITSM Maturity Level**  
 Provide a baseline assessment of current process maturity, identify key areas of improvement in relation to organizational needs and Compare IT Service Management practices against a set of best practices.
- Make Pre-Audit Results for the Major & Minor Non-Conformities, Observations and Findings**
- Design a Project Plan – ISO20000 which contains the following deliverables**  
 Pre-Audit Report (Service Management System Maturity), Service Support Desk Readiness, Service Desk Modules, 3 Levels Security SSD Awareness including BCP & DRP, Tool Assessment, Internal ITIL based Services Management Training for senior Managers, IT Technical Staff, IT user Staff.
- Internal Audit Against ISO 20001:2011 Controls**  
 Internal Audit & Internal Audit Report
- Final Audit from URS Auditor for ISO 20001:2011**  
 Final 3rd Party Audit assistance & ISO 20000:2011 Certificate issuance
- Challenges and Recommendations**  
 Make a detailed report on Challenges faced and best suitable Recommendations for future



## EDUCATION

Aug 2008  
Aug 2012



**UNIVERSITY OF WAH | WAH CANTT, PAKISTAN**  
**BOARD: H.E.C (HIGHER EDUCATION COMMISSION), PAKISTAN**  
*BS(Hons) COMPUTER SCIENCE Equivalent to MASTER'S DEGREE*



Aug 2006  
Aug 2008



**BEACONHOUSE MARGALLA CAMPUS | ISLAMABAD, PAKISTAN**  
**BOARD: UNIVERSITY OF CAMBRIDGE, UK**  
*A-LEVEL's Equivalent HIGHER SECONDARY SCHOOL CERTIFICATE*



Aug 2004  
Aug 2006



**BEACONHOUSE WAH CAMPUS | WAH CANTT, PAKISTAN**  
**BOARD: UNIVERSITY OF CAMBRIDGE, UK**  
*O-LEVEL's Equivalent SECONDARY SCHOOL CERTIFICATE*



## REFERENCES

- Will be furnished on request