

FAISAL SAEED

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**OBJECTIVES:**

Providing quality solutions to major incidents and complex business problems in IT business systems, infrastructures and end to end testing of new systems within applied scope and tight schedules. I have extensive and professionally sound Microsoft Azure, ERP, Databases, LAN/ WAN/ hardware/ software and I.T. technical support experience within an ever-changing environment and I am a regular contributor of ideas and solutions for changes to business processes. Now I am looking forward to next stage in my career or a similar position that offers me an opportunity for progression within IT field.

PROFESSIONAL EXPERIENCE:

Sahara Net (www.sahara.com)
January, 2019 up today

Al-Riyadh, Saudi Arabia
Designation: Cloud Solutions Engineer

Helping clients by architecting the best suitable solution for their complex IT problems or moves towards the recent and up-to-date technologies. Provided cloud solutions includes the below.

- ✓ Migration of on-premises workloads to Microsoft Azure Cloud and Microsoft Azure Stack.
- ✓ Azure Site Recovery to have a Disaster Recovery site on Microsoft Azure Cloud.
- ✓ Acronis Disaster Recovery Cloud to have a Disaster Recovery site on Microsoft Azure Stack.
- ✓ Azure Migrate to migrate VMware IaaS workloads to Microsoft Azure Cloud.
- ✓ In-House Cloud solution like VPS (Virtual Private Server), Dedicated Server or Co-Location Server.
- ✓ Azure Backup to backup on premises data to Microsoft Azure.
- ✓ PaaS Solutions for SQL Databases, Web Apps, Mobile Apps etc.

Operations for Cloud Solutions Includes:

- ✓ Manage client's subscriptions.
- ✓ Analyze resource utilization and consumption.
- ✓ Import and export data to Azure using Azure Storage Explorer.
- ✓ Configure Azure Files, Tables, Queues and Blobs storage.
- ✓ Create and configure a VM for Windows and Linux.
- ✓ Implement and manage virtual networking.
- ✓ Configure name resolution.
- ✓ Create and configure a Network Security Group (NSG).
- ✓ Manage Azure Active Directory (AD).
- ✓ Manage Azure AD objects (users, groups, and devices).
- ✓ Implement and manage hybrid identities.
- ✓ Evaluate migration scenarios by using Azure Migrate.
- ✓ Migrate servers to Azure.
- ✓ Manage App Service Plans and App services.
- ✓ Implement application load balancing.
- ✓ Implement Azure load balancer.
- ✓ Integrate on-premises network with Azure virtual network.
- ✓ Implement Multi-Factor Authentication (MFA).
- ✓ Manage role-based access control (RBAC).
- ✓ Implement Azure AD Privileged Identity Management (PIM).
- ✓ Implementation of Azure AD with Autopilot, Microsoft Intune (MDM).
- ✓ Exchange online IMAP and CutOver Migration.

- ✓ PAAS activation on Azure Stack.
- ✓ Backup Azure Stack infrastructure and tenant's data.
- ✓ Advance Threat Protection ATP deployment.

AlMehwar Net on Project of Public Security Department (أمن العام)Al-Riyadh, Saudi Arabia
October, 2017 up January, 2019 **Designation: System Integrator**

- ✓ Proposed the new system for emergency numbers 993(Traffic Police) and 999(Patrolling Police).
- ✓ Developed PBX integrated solution in C# and SQL Server.
- ✓ Develop Agent reporting system in SQL Server and Crystal Reports.
- ✓ Develop new store procedures in SQL Server to perform different operations.
- ✓ Integrate different systems using SQL Server, C# and VB scripting.
- ✓ Implement successfully the new solution in Traffic Police Nasriya and Petrolling Police Gurabi in Riyadh.
- ✓ Integrate the system with Najam System at Traffic Police.
- ✓ Integrate the system with National Information Center (NIC) to send caller ID to fetch caller location and information on agent screen.
- ✓ Avaya DevLink and TAPI Programming for getting PBX data.

Visualsoft (www.visualsoft.net)
August, 2011 up October, 2017

Al-Jubail, Saudi Arabia
Designation: Sr. System Engineer
(Azure Cloud & ERP)

- ✓ Administration of the Microsoft Azure Subscriptions for different clients via Azure portal and PowerShell.
- ✓ Created Azure Resource Manager (ARM) templates, used them for deployments.
- ✓ Migrated on premise servers, hard drives and Web applications to Azure leveraging on PowerShell, Azure App Service Migration Assistant Tool and Azure Resource Explorer.
- ✓ Dynamically configured Azure Automation Desired State Configuration for virtual servers using PowerShell DSC.
- ✓ Implement company's selling product (Innovbase ERP) as iaas, keep the OS image disk and use that for any new implementation.
- ✓ Implement company's selling product (Innovbase ERP) as paas and saas as per the client's requirements.
- ✓ Created and managed Azure Virtual Networks (VNETs), Storage Containers, Document DBs, SQL DBs; Monitored logs using KUDU.
- ✓ Cloud services implementation and administration on Microsoft Azure.
- ✓ Microsoft SQL administration on Microsoft Azure and on on-premises servers.
- ✓ Write store procedures in SQL Server to meet the business needs of the clients for Innovbase ERP.
- ✓ ERP installation, configuration and implementation at various client sites.
- ✓ Remote Desktop Services deployment on windows azure and on local servers.
- ✓ Remoteapp configuration and administration on cloud.
- ✓ Create Remoteapp services on cloud for clients to use Innovbase ERP Solution.
- ✓ Web Portal implementation on Windows Azure Cloud.
- ✓ Synchronization of data between cloud and local servers through different techniques.
- ✓ Define and implement the backup policies for cloud and local servers.
- ✓ Windows Server 2008, 2012 complete administration from the installation with RAID to the operation and maintenance.
- ✓ Implement and monitor NIC Teaming.
- ✓ Design and implement a storage structure.
- ✓ Domain Controller Implementation.
- ✓ Active Director best practices structure implementation and administration.

- ✓ Defining Group Policies through GPOs.
- ✓ DNS implementation and administration.
- ✓ DHCP implementation and administration.
- ✓ Cloud Computing and Virtualization through Hyper-V Implementation and Administration.
- ✓ Avaya IPOCC Integration with ERP CRM module.
- ✓ Call Center Services structuring and implementation.
- ✓ Call Center Skill set definition on AVAYA IP Office 500.
- ✓ Administration of the Avaya IP Office 500 based call center.
- ✓ Avaya IP Office 500 V2 preferred edition implementation with Voicemail pro Client.
- ✓ Analysis of calls statistics to know customer feedback and call agent performance.
- ✓ Network structure diagrams design in MS VISIO.
- ✓ Interact with the customer to understand the queries regarding ERP.
- ✓ Guide the customers in solving the problems.
- ✓ Generate Support Tickets in CRM system to assign it to someone appropriate for the job from the Technical team.
- ✓ Follow-up with technical team for each ticket.

Visualsoft (www.visualsoft.net)

Operation and Maintenance Project at

Sultan Bin Abdul Aziz Science & Technology Center (Scitech) Al-Khobar, Saudi Arabia

July, 2008 up August, 2011

Designation: Network Engineer

Scitech is a department of King Fahad University of Petroleum & Minerals as a technology village in Alkhobar city.

- ✓ Providing ongoing network administration, management, trending, analysis, and troubleshooting activities for the network.
- ✓ Operates and maintains all Windows servers and server maintenance and operations.
- ✓ Performs preventive maintenance procedures and gateway switching exercises whenever required.
- ✓ Interact and negotiate with vendors, outsourcers, and contractors to obtain protection services and products.
- ✓ Ensure 24/7 connectivity.
- ✓ Performs daily, weekly and monthly backups as per schedule.
- ✓ Planning and Designing Network Infrastructure and make changes/upgrade as per requirements.
- ✓ VLAN and Inter-vlan routing configuration on HP 2600 series (Layer 3) Switch.
- ✓ Used Trend Micro officescan and Symantec Endpoint protection server/client based Antivirus and Anti Spam.
- ✓ Implementing static and dynamic addressing services for hosts in a LAN environment.
- ✓ Calculate and apply an addressing scheme including VLSM IP addressing design.
- ✓ Choosing the appropriate media, cables, ports, and connectors to connect switches to other network devices and hosts in the network.
- ✓ Monitoring Internet bandwidth usage and to provide failover internet.
- ✓ Overseeing the daily operations of the network/systems support team.
- ✓ Reporting on system uptime and performance tuning.
- ✓ Network/System performance tuning.

Zoha Inc. (www.zohainc.com)

March, 2007 up June, 2008

Lahore, Pakistan

Designation: Asst. Manager IT

Naeem Group of Companies (www.naeembrothers.com)

February, 2004 to March 2007

Lahore, Pakistan

Designation: Network & Web Engr.

PROFESSIONAL QUALIFICATION:

- **MCSE (*Microsoft Certified Solution Expert*)** Cloud Platform and Infrastructure.
Exam 532: Developing Microsoft Azure Solutions. 2017
Exam 533: Implementing Microsoft Azure Infrastructure Solutions. 2017
Exam 534: Architechting Microsoft Azure Solutions. 2017
- **MIT (*Master in Information Technology*)** 2-Years
Punjab University College of Information Technology, Lahore
- **BS Computer Engineering (*Gold Medalist*)** 4-Years
University of Management & Technology, Lahore



CERTIFICATIONS:

- **Microsoft Certified Professional (MCP)**
- **Microsoft Certified Solution Associate (MCSA)**
- **Microsoft Certified Solution Expert (MCSE)**
- **MS-100 Microsoft 365 Identity and Services**
- **ITIL V4 Foundation.**
- **Acronis Certified Engineer – Cloud Backup**



Acronis | Certified Engineer

TRAININGS:

- PMP (Project Management Professional) Knowledge Square Saudi Arabia.
- CCNA Training from Punjab University College of Information Technology.

PROJECTS:

- Saudi Traffic Police emergency number 993 call center system with integration of different systems and Agent reporting system, Call Recording.
- Saudi Patrolling Police emergency number 999 call center system with integration of different systems and Agent reporting system, Call Recording.
- VisualERP cloud (www.visualerp.net) implementation for various clients and clients.
- Innovbase ERP (www.innovbase.com) installation, configuration and implementation on various client sites and as well on cloud servers through remoteapp.
- Integration of Avaya IP Office Contact Center with ERP CRM Module in Retail Real-estate Company and others.
- Live Project Automated S.O.S Call on Motorway & National Highway.
- Live Project of Inventory Management System LESCO/WAPDA.

TECHNICAL SKILLS & TOOLS:

- PMP (Project Management Professional)
- Cloud Computing (Windows Azure)
- Cloud ERP.
- Windows Server 2016, 2019 Administration.
- Virtualization Through Hyper-V and VMware.
- Office 365.
- RemoteApp.

- ERP Implementation.
- Avaya IP Office 500.
- Proxy Servers, Web Servers, Authentication Servers etc.
- LAN/WAN (Complete)
- Routing and Switching.
- MS SQL Server 2014, 2016, 2017.
- MS Visio.
- Avaya IPOCC Integration with ERP.

ACHIEVEMENTS:

- Got the Gold Medal in UMT's 2006 convocation.
- Stood first in the UMT Annual Quiz Competition.

PERSONAL DATA:

- Father's Name : Muhammad Saeed
- Religion : Islam
- Nationality : Pakistani
- Gender : Male
- Marital Status : Married
- Date-of-Birth : 23-04-1982
- Languages : Urdu, English, Arabic, Punjabi
- Dependents : 5
- Iqama Number : 2260388414

EXTRA & CO-CURRICULAR RESPONSIBILITIES:

- Management Head
Knowledge Forum (UMT)
- Management Head
IMT Engineers Forum (UMT)

WEB LINK:

- LinkedIn: [sa.linkedin.com/pub/faisal-saeed/53/876/17a/](https://www.linkedin.com/pub/faisal-saeed/53/876/17a/)

REFERENCE:

References will be furnished upon request.