

Hafiz Muhammad

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Profile

Manage technologies and services delivery for Higher Education to ensure that IT infrastructure, IT Service Management, and Digital Capabilities are creating value for Students, Faculty, and Staff



Work experience

03/2011 – present
Abu Dhabi,
United Arab Emirates

Specialist IT Support Sorbonne University Abu Dhabi

- Establish, document, and maintain standards and procedures for all IT Infrastructure services and operations
- Manage Service Delivery to end-users with hardware and software problems via Service Desk, phone, and email All IT Services like e-learning Services (Blackboard), Banner SIS, Class Rooms Technology (AV, QOMO SmartBoards), Printing Services (MyQ, Pharos UniPrint), Directory Service (Active Directory), Network Services (CISCO Enterprise Wireless Solution, CISCO IP Telephony, CISCO Routing, and Switching) Collaboration Services (ZOOM Meetings, Webex, Polycom, Blackboard Collaborate), Windows Infrastructure (WIN 7, WIN 10 LTSC, SCCM, Citrix VDI, WIN 2012, Office 365 Services), Apple Infrastructure (ZuluDesk EMM, Apple School Manager, MAC Mini Server) and End User Devices (DELL AIO PCs, iMAC, IPADs, VXL Thin Clients), EMM (SCCM, Meraki System Manager)
- Maintaining the ITIL framework in every stage of IT Operation and IT projects, including the design and deployment of new IT systems and services
- Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs by incorporating IBM Enterprise Design Thinking Framework
- Provide input and expertise to the Enterprise Architecture, IT Planning, and Budgeting, and Contract Management functions to identify investment needs for future upgrades to the IT Infrastructure
- Assess vendors and develop test strategies for new hardware and software Troubleshoot hardware and software issues related to internal IT

01/2008 – 06/2010
Pakistan

Technical Support Engineer Intelligent Products and Software Solutions

- Performs analysis of network needs and contributes to the design of network architecture, integration, and installation.
- Coordinates with other departments in order to understand and meet their requirements.
- Evaluates network hardware and software requirements and capabilities and makes recommendations. Checks systems in order to optimize performance and to initiate recovery action after system failures
- Monitors customer service and maintains network stability, collects and analyzes network and memory utilization, and installs and tests software upgrades.
- Manages computer operation scheduling, backup, storage, and retrieval functions.
- Coordinates third-party maintenance for network hardware, software, and telecommunications services



Work experience

- Negotiates and contracts with consultants, technical personnel, and vendors for services and products
- Develops, maintains, and tests disaster recovery plans.
- Trains users in the operations of office productivity applications.



Education

09/2018 – 12/2020

● **City Science | MS**

Rochester Institute Of Technology

Technology Policy and Sustainability: Explores the theory and practice of Public Policy with a focus on Sustainability and ICT

Informatics for City Science: Explores big data collection, analysis & visualization tools.

Infrastructure for City Sciences: This course presents current and future ICT Development and the potential impact on Smart Cities.

United States of America

● **Big Data and Social Analytics | Experimental Learning Certificate**

Massachusetts Institute of Technology

2005 – 2009
Lahore, Pakistan

● **Electrical, Electronics and Communications Engineering | B. Sc**

University of Engineering and Technology, Lahore



Certificates

- **Cisco Certified Network Associate Industrial (CCNA)**
CISCO
- **Cisco Certified Network Associate Wireless (CCNA-W)**
CISCO
- **ITIL Foundation ITSM**
ITIL
- **ISO/IEC 20000-1:2011**
ISO/IEC JTC 1/SC7
- **ISO/IEC 27001:2005**
ISO/IEC JTC 1/SC7
- **Digital Transformation**
Coursera
- **Enterprise Design Thinking Practitioner**
IBM
- **Cyber Security**
University of Maryland



Skills

IT INFRASTRUCTURE MANAGEMENT

Enterprise Wireless Network



IP Telephony



Routing and Switching



Security Information and Event Management (SIEM)



End-User Computing



Virtual Desktop Infrastructure



RMM, NOC and Data Center Management



Enterprise Mobility Management



Microsoft Operating Systems



Apple Operating Systems



IT SERVICE MANAGEMENT

Service Strategy



Service Design



Service Transition



Service Operation



Continual Service Improvement



TECHNOLOGY BUSINESS SKILLS

Team Management



Decision-Making



Targeting Goals



Strategic Thinking



Negotiating



Resource Management



Collaboration



Adapting



Organizing



Time Management



Critical Thinking



Professional Network

United Arab Emirates

Member Smart Dubai Global Network

The Smart Cities Global Network is an international network of smart-city stakeholders that connects cities and offers a comprehensive global platform for exchanging views, insights and ideas on the best mechanisms to create Smart Cities of the future.

Member Open Data Institute

The ODI was co-founded in 2012 by the inventor of the web Sir Tim Berners-Lee and Artificial Intelligence expert Sir Nigel Shadbolt to advocate for the innovative use of open data to affect positive change across the globe.

Professional Member IEEE

IEEE is the trusted "voice" for engineering, computing, and technology information around the globe.

Member Education Technology Platform

The Trusted Voice of ICT in Education



Social Media



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References

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