

Muhammad Saifullah

Riyadh, Saudi Arabia

muhsaf@gmail.com

<https://www.linkedin.com/in/saifullahmuhammad>

+966 (53) 9108713

About

Over 29+ years of professional experience in Administration, Security & Change management with diversified skillset with a blend of management and technology.

Employment History

Director Centre of Excellence

Abana Enterprises Group – Riyadh, KSA

Jan 2019 to-date

Responsibilities

Monitoring and Evaluating operational performance and suggest improvement measures

Manage ATM monitoring and Help Desk team

Functional support to Software Development Team with testing & evaluation.

Provide functional support to develop Managed Cash Service Solutions.

Managed team of ATM Reconciliation & Special Investigation Unit.

Manage Invoicing & Reporting Department.

Review and approve Contracts & Clauses for new businesses

Maintain direct contact with customers and present monthly performance appraisals.

Director Cash Operations

Abana Enterprises Group – Riyadh, KSA

Dec 2015 to Jan 2019

Responsibilities

Managed team of 1500 employees and modern fleet of 200 cash vehicles with multiple security systems

Provided ATM replenishment and Cash-In-Transit services to 2000+ ATMs and 1500+ customers

Preparation/negotiation of contracts and SLAs

Provided SLM services to Wincore ATMs, Glory BCDMs and Scan Coin Sorters

Plan, forecast and present annual budget.

Head Business Development

Metis International Private Limited - Islamabad

August 2015 to Dec 2015

Responsibilities

Plan and oversee new marketing initiatives.

Research organizations and individuals to find new opportunities

Increase the value of current customers while attracting new ones.

Following up new business opportunities and setting up meetings.

Networking, negotiations, partnerships, and cost-savings efforts.

Deputy Director (Data Center Operations)

Army General Headquarters - Rawalpindi

August 2014 to Aug 2015

Responsibilities

Planning, control, management and evaluation of IT hardware.

Preparation/negotiation of contracts and SLAs with OEMs and partner firms

Handling of day to day complaints of various data centers across the country.

Plan, organize and present annual IT equipment procurement meetings with Board of Directors.

Evaluate hardware changes and suggest plan for replacement or re-location.

Keep monitoring the hardware aging profile and conduct R&E

Manage and operate IT repair and maintenance Cell

Deputy Director ERP Project

Army General Headquarters - Rawalpindi

December 2012 to July 2014

Responsibilities

Conduct of ERP T3 level training

Hardware sizing of ERP production environment and DR in Data Centers across Pakistan

Survey, plan and implement user end infrastructure in consultation with communication department

Control Central Data Management Cell for data cleansing

Establish and monitor call centers across Pakistan

Resource allocation for training and call centers across Pakistan

Accomplishments

ERP user training was imparted in a phased program to approx 5000 users across Pakistan including remote areas.

ERP application was extended to 78 remote locations and 7000 users in record time of eight months across Pakistan

Server end production hardware was procured and made functional at 6 Data centers in addition to 6 DR sites

Advertised and shortlisted candidates for various teams. 3 interviews were conducted at Karachi, Lahore and Islamabad

Data Center Manager

Corps Regional Data Center - Hyderabad

July 2008 to December 2012

Responsibilities

Responsible for equipment maintenance tasks such as managing and installing custom upgrades for customers; replacing cables, components and accessories; maintaining records and drawing schematics of the center to detail what equipment is installed.

Customer support responsibilities to include responding to customer inquiries and coordinating with other organizations.

Administrative duties to include scheduling employee shifts, planning for capacity changes, maintaining corporate databases and ensuring compliance with regulations.

Accomplishments

Build data center from scratch. Remained involved in its construction, decoration, commissioning of hardware.

Network expansion to provide connectivity at metro and remote areas.
Supervise all establish processes from cooling to cabling.
Organise trainings for data center resources of respective domains.

IT Project Manager

Army General Headquarters - Rawalpindi

December 2005 to June 2008

Responsibilities

Establish Data Management Cell for consistent availability of online data
Create a facility to scan and archive historical data held in old files and maintain same for incoming data.

Accomplishments

Provision of online documentation to user, OCR'd text to user has saved precious time, economize manpower while ensuring speed and accuracy.
7 million documents were digitally archived and made available online.

System and Network Administrator

Army General Headquarters - Rawalpindi

December 2002 to November 2005

Responsibilities

Managed IT network comprised of 200 users spread over 3 buildings
Maintain help desk to provide 24/7 customer services
Provided e-office, shared network drive, streaming services over Linux environment to Win users
Linux and Microsoft Server Administration
Microsoft SharePoint services

Accomplishments

Organisation was migrated to Linux environment with security parameters
RHEL was introduced into the organisation having squid as mail server
User end integrated Windows environment

Army Field Service

Army Field Units - Multiple Cities

March 1991 to March 1998

Responsibilities

Routine operations in field units
Multiple military courses with distinction

Education

MBA in Human Resources Management - GPA 3.6/4

University of East

2011 to 2012

Masters in Communication Systems and Networks – GPA 3.4/4

Mehran University of Engineering and Technology

2008 to 2010

PGD in Information Systems Management (Dexter Award: Best Allied Student 94%)

US Army School of Signals, Ft Gordon

Mar 2006 to Dec 2006

Bachelors in Computer Software Engineering – GPA 3.55/4

National University of Sciences and Technology

1998 to 2001

Bachelors of Science

Pakistan Military Academy - Abbottabad

1989 to 1991

Skills

- Data Center Operations
- Project Management
- Change Management
- ERP Implementation & Infrastructure Development
- System Integration, Information Assurance and Network Security
- Cash Services Solutions & Management
- ATM Monitoring and Help Desk management

Accreditations/Memberships

- Pakistan Engineering Council
- Saudi Council of Engineers
- American Association of Collegiate Registrars and Admissions