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Personal Statement

I am associating with hospitality industry from 8 years in which working as a managerial role from last 5 years. This service industry given me varied skill set and the ability to work with many different brands. I have extensive work experience with lots of new ideas and enthusiasm and keen to work for a company with a great reputation with great peoples.

Key Skills

✓ OPEX & CAPEX Budgeting ✓ Cost Optimization ✓ Service Management ✓ Project Management ✓ Analysing Problems ✓ Research & Solution Designing ✓ Designing Policies and Strategies ✓ Planning & Implementation ✓ Quick learning ✓ Motivating & Counselling ✓ Team Leadership & Building ✓ Teaching & Coaching

Working Area

✓ Windows Server (AD, DNS, DHCP, FSRM, WDS, DFS, NLB, VPN) ✓ MDAEMON Mail Server ✓ BCP & DRP (Symantec Backup Exec 2014, Veritas, Barracuda, FreeNAS) ✓ Office 365 ✓ Virtualization (Vmware, vSphere, Hyper V) ✓ HSIA (Unifi, Ruckus, Reivernet, Passman, Airangel) ✓ Mikrotik ✓ PMS Softwares (OPERA, FMC, Micros, SUN) ✓ HRMS (Oasys, HRIS, H2H Smart) ✓ Access Control Systems (Hentech, Vingard) ✓ ID Scanners (Redberry, Vicas) ✓ PABX (Avaya, Panasonic, Alcatel) ✓ Call Accounting Systems (Tiger, SmartTel, FCS) ✓ CCTV (Hikvision, Panasonic) ✓ IPTV (LG Procentric, Anevia)

Employment History



CLUSTER IT ADMIN (Ibis Seef Manama & Ibis Styles Diplome Area)
From July 2019 to Present

Responsible for Property Operation

- ✓ Managing and participating 24x7x 365 IT related operation by (pager/cell phone) coverage.
- ✓ Reviews networks' performance and performs design/re-design as needed to meet property needs.
- ✓ Creates and confirms the implementation of disaster recovery and business continuity plans as they relate to technology.
- ✓ Responsible for hotel compliance with appropriate brand standard policies and information security. Authorized to take action to address deficiencies, determines solutions and implementations.
- ✓ Foresees, identifies and resolves system(s) performance problems.
- ✓ Confirms that periodic inventories of applications and hardware are conducted and the results are reported to property management.

Managing On-Property Projects

- ✓ Support for new roll-outs/implementations and communications for all new applications/system installations and problem resolution.
- ✓ Analyses cost-models, reviews solutions and processes developed by vendors engaged on the project in written and/or oral formats.
- ✓ Provides IT expertise and knowledge on projects. Viewed as a credible leader by subordinates, peers, and senior management, may lead a project team.

Meeting Technology Needs

- ✓ Communicates IT standards and best practices. Evaluates and makes recommendations regarding technology/asset life-cycles.
- ✓ Confirms that property is properly equipped in terms of PCs, hardware, servers, etc. Identify current and future system needs and provide solutions for the identified needs.
- ✓ Reviews vendor proposals and selects appropriate vendor for technologies, software's and hardware up-gradation.

Forecasting Financial Parameters

- ✓ Assists management in achieving technology-related goals while considering financial constraints and dynamics.
 - ✓ Advises and confirms that property management has adequately addressed technology needs in short- and long-term planning.
 - ✓ Confirms that property management has realistically budgeted and department operating budgets based on anticipated IT projects and hotel support/needs requirements.
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ASSISTANT IT MANAGER

From Nov 2017 to Feb 2019

Responsibilities:

- ✓ Develops and coordinates a long-term strategic plan for the organization's technology management.
 - ✓ Directs, supervises and evaluates IT staff to ensure appropriate assignment of job duties and delivery of services.
 - ✓ Carries out supervisory responsibilities in accordance with the organization's policies, procedures and applicable laws.
 - ✓ Ensures the consistency and maintainability of existing and future applications by maintaining and enforcing standards/procedures consistent with the laws, statutes, rules and guidelines of Federal, State and County.
 - ✓ Performs liaison duties between users, operations, and contract personnel in the areas of system design, modifications, trouble-shooting or requests for IT services.
 - ✓ Recommends appropriate IT policy/budgeting requests/enhancements
 - ✓ Manages administrators and technicians. Provides work direction to property--based systems technicians and administrators.
 - ✓ Hires, trains, develops direct reports and team members. Evaluates compensation and conducts performance reviews for the team.
 - ✓ Provides input and guidance to property management for their systems managers/technicians (hiring, performance, development needs).
 - ✓ Oversees coverage models and scheduling of team to confirm adequate property operation support.
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ASSISTANT IT MANAGER

From Pre-Opening Aug 2016 to Oct 2017

Responsibilities:

- ✓ Coordinates and implements communications for all new applications, system, network installations and problem resolution which is required for new property.
- ✓ Supports and assists in corporate man-dated initiatives.
- ✓ Reviews vendor proposals and selects appropriate vendor for local technologies/hardware.
- ✓ Advise associates on best practices and provide local customized documentation as needed. Track problems and keep associates informed about the progress and status of issues.
- ✓ Effectively collaborate with people at all levels across functions in a diverse environment.
- ✓ Proactively and reactively upkeep the health and integrity of the organization's IT infrastructure, including but not limited to email, desktop, laptops, servers, LAN infrastructure and operating system software.
- ✓ Ensure IT related matters/ concerns are accurately reported, routed, tracked and resolved effectively and efficiently. Occasional provide on-call support outside office hours.

- ✓ Creates and maintains secure server environment. Performs server backups and routine/non-routine preventative maintenance.



- ✓ **NETWORK ADMINISTRATOR** from April 2016 to July 2016.
- ✓ **ASSISTANT NETWORK ADMINISTRATOR** from Jan 2015 to Mar 2016
- ✓ **IT Technician** from June 2013 to Dec 2014

Education

- ✓ Bachelor's in Computer Network from Virtual University of Pakistan.
- ✓ Intermediate form PECHS Education Foundation Karachi- Pakistan.
- ✓ Matriculation form Prince Aly Boys Karachi- Pakistan.

Certifications & Training

- ✓ Microsoft Certified Specialist (MCS)
- ✓ Microsoft Certified Professional (MCP)
- ✓ Microsoft Certified Solution Associate (MCSA)
- ✓ Implementing Cisco Cybersecurity Operations (from Cisco)
- ✓ Understanding Cisco Cybersecurity Fundamentals (from Cisco)
- ✓ Cisco Certified Network Associate (CCNA from Cisco Networking Academy)
- ✓ Cisco Cybersecurity Essential (from Cisco Networking Academy)
- ✓ Cisco Cybersecurity Fundamentals (from Cisco Networking Academy)
- ✓ Mobility Fundamentals Series (from Cisco Networking Academy)
- ✓ ITIL Foundation V3 Training (from Cyberray)
- ✓ Enterprise System Management and Security (from University of Colorado by Coursera)
- ✓ Wireless Communication Emerging Technologies (from Yonsei University by Coursera)
- ✓ Payment Card Industry Data Security Standard Module 1 (from Accor Hotels Learning Academy)
- ✓ Certified Information Systems Auditor (CISA from Accor Hotels Learning Academy)
- ✓ (ISC)² & Security Fundamentals (from Accor Hotels Learning Academy)
- ✓ Welcome to Wyndham Orientation Training (from RAMADA WORLDWIDE)

Achievements



- ✓ **PRE-OPENING TEAM MEMBER** | 2016
- ✓ **EMPLOYEE OF THE YEAR** | 2015
- ✓ **BEST TEAM MEMBER** | 2015

Projects

Introduce touchless Payment Solutions

Company: Ibis Seef Manama Hotel

- ✓ Add new payment method in OPERA & Micros e.g. BenefitPay, Bwallet and STC Pay.
- ✓ It help us to follow COVID 19 precaution and facilitate the guest more smartly and efficiently.

Up-gradation of IPTV System

Company: Ibis Seef Manama Hotel

- ✓ Implement LG ProCentric IPTV solution with PCS400 server.
- ✓ Server Admin Client help us to add and remove Channel line-up and design electronic program guide.
- ✓ Help to manage TV's configurations settings and software updates centrally.

Up-gradation of Micros

Company: Ibis Styles Diplomatic Area Hotel

- ✓ Successfully upgrade RES 3700 from v5.4 to v5.7 6.4.

Up-gradation of Avaya IP Office PABX	Company: Ibis Styles Diplomatic Area Hotel
✓ Successfully upgrade from R9.1 to R10.1SP7	
Up-gradation of Infor SunSystems	Company: Ramada Plaza Karachi Hotel
✓ Successfully upgrade from version 4 to 6.4 on vSphere virtual machines with windows server 2016	
Implementation of Help Desk Software	Company: Ramada Plaza Karachi Hotel
✓ Introducing email ticketing system to maintain track records of complains. ✓ Provide facility to handle complains according to priority. ✓ Help in measuring IT performance and user's satisfaction.	
Up-gradation of Hotel TV System	Company: Ramada Plaza Karachi Hotel
✓ Introducing Digital TV System which is working on IP base equipment. ✓ Provide Conditional Access System for centralize control of Smart TV Boxes.	
Up-gradation of CCTV System	Company: Ramada Plaza Karachi Hotel
✓ Successfully replace all analog cameras with smart IP cameras to improve security with smart technology. ✓ Introducing NAS for increasing recording backup days according to international standards.	
Up-gradation of Mdaemon Mail Server	Company: Ramada Plaza Karachi Hotel
✓ Successfully up-grade form version 10 to version 11 and configure for highly availability.	
Deployment of MikroTik Firewall	Company: Ramada Plaza Karachi Hotel
✓ Successfully deploy Mikrotik V6 router and firewall. ✓ Configure user base firewall rules according to company policy. ✓ Configure load balancing with 2 WAN connections and web proxy. ✓ Configure complete logging system with syslog watcher	
Deployment of Active Directory	Company: Ramada Plaza Karachi Hotel
✓ Successfully deploy AD Server with child installation for the implementation of company policy. ✓ Provide centralized and department base sharing by FSRM with user roles permissions.	
Opening of Ramada Karachi Creek	Company: Ramada Karachi Creek Hotel
✓ Network Infrastructure designing. ✓ Complete installation of (PMS) OPERA lite version. ✓ Complete installation of Micros res with 3 (POS). ✓ Completely Setup and configure Unifi controller with USG, Switches, AP's and guest portal. ✓ Installation of Hentech access control system. ✓ Installation of Hikvision IP base surveillance system.	
Up-gradation of Hotel Wi-Fi System	Company: Ramada Plaza Karachi Hotel
✓ Successfully configure Unifi controller with AP's and Wall-In Sockets. ✓ Successfully deploy Unifi USG Por 4 firewall with DHCP service. ✓ Successfully configure Unifi switches with different VLAN's.	
Up-gradation of Hotel Electronic Door Lock System	Company: Ramada Plaza Karachi Hotel
✓ Play a team player role in this up-gradation under highly skilled supervisors.	