

Skills

IT Support and maintenance

Hardware and software installation and configuration

ITIL Process

Security and Compliance

Active Directory management

Desktop Support

Incident Management

Data backup and Recovery

Teamwork and collaboration

Customer Service

Communication Skills

MUHAMMADUSMAN

CPR: 900994860 | Al Nai'm, Manama Bahrain
justiceusman.bh@gmail.com | +97337740529



Experienced and detail-oriented IT Administrator with a strong background in managing and maintaining IT infrastructure, networks, and system security. Skilled in troubleshooting hardware and software issues, supporting end-users, and ensuring optimal performance of servers, workstations, and cloud systems. Proficient in network administration, data backup solutions and system upgrades. Adept at implementing IT policies and providing technical support in fast-paced environments. Committed to maintaining secure, efficient, and reliable IT operations that support organizational goals.

Professional Experience | 9 Years

IT Operator | Jul 2025 - Present

GFH Financial Group - Manama, Bahrain

- Execute **Close of Business (COB) batch processing** to finalize daily financial transactions.
- Operate and monitor **COB transaction processing tool**, ensuring accurate transmission of records to central servers.
- Perform **system checks, troubleshoot errors, and verify logs** to maintain data integrity and compliance.
- Coordinate with technical support teams to resolve batch failures and **re-run jobs within defined SLAs**.
- Ensure successful completion of **end-of-day backups** and maintain operational documentation for audit readiness.

IT Support & Invoice Manager | May 2024 - Jun 2025

ALL Foods - Manama, Bahrain

- Provide first-level technical support to staff on hardware, software, and networking issues.
- Set up and maintain user accounts, emails, and access permissions.
- Install, update, and troubleshoot desktop systems, printers, and other office equipment.
- Process and verify incoming invoices and purchase orders.
- Match invoices with delivery notes and receipts.
- Ensure timely and accurate data entry into accounting software.
- Maintain digital and physical invoice records in compliance with company policy.

IT Service Desk | Jan 2024 - Apr 2024

Election Commission of Pakistan - Faisalabad, Pakistan

- Provides first-line technical support for election officials, polling station staff, and administrative users before and during the general election.
- Troubleshoots and resolves issues related to voting equipment, network connectivity, and election management software.
- Supports setup, testing, and deployment of IT systems used at polling stations, election offices, and result consolidation centers.
- Monitors help desk systems and responds promptly to incoming incidents via phone, email, or ticketing platform, especially on election day(s).
- Escalates unresolved or critical technical issues to senior IT teams or external vendors to minimize downtime or disruptions.

Education

Virtual University of Pakistan

Faisalabad

MCS

Computer Science

2015 | 3.5 GPA

University of The Punjab

Faisalabad

B.Sc

Bachelor of Science

2012 | 44%

Govt. Islamia College,

Faisalabad

Faisalabad

HSSC F.Sc (Pre-

Engineering)

Physics, Chemistry, Math

2008 | 47%

Govt. Crescent Model

High School

Faisalabad

SSC Matric

Science

2006 | 68%

Certifications

EMS Certificate

Election Commission of

Pakistan | 2023

English Proficiency Certificate

Virtual University of Pakistan | 2015

Awards

District Returning Officer PP-112

Certificate of Appreciation About General Election | 2024

Learning Unleashed

Windows Phone From Scratch | 2015

Languages

English - Native

Urdu - Native

Hindi - Native

Hobbies

Book Reading

- Maintains detailed documentation of support calls, resolutions, and system logs to ensure traceability and compliance.
- Provides training or guidance to temporary election workers on the use of IT equipment and systems.
- Participates in post-election audits, system checks, and debriefings to help improve future election IT support operations.

7th Digital Census IT Team | Mar 2023 - May 2023

Pakistan Bureau of Statistics - Faisalabad, Pakistan

- Configure, distribute, and support tablets or mobile devices used by census enumerators.
- Provide on-site technical support to field staff during enumeration.
- Troubleshoot and resolve hardware, software, or connectivity issues in real-time.
- Ensure data is properly synchronized with central servers and report any anomalies.
- Train census field staff on the proper use of digital devices and census applications.
- Submit daily reports on technical issues, resolutions, and field progress.
- Coordinate with regional IT coordinators and central technical teams for escalated support.
- Travel to assigned census blocks, often in remote or under-served areas.

IT Support and Databases | Dec 2016 - Aug 2017

School Education Department Punjab Pakistan - Faisalabad, Pakistan

- Operate and maintain the online teacher recruitment platform.
- Monitor application submissions, verify data accuracy, and ensure all records are up to date.
- Provide technical support to applicants and hiring teams throughout the recruitment process.
- Coordinate with HR and recruitment teams to publish job openings, update status changes, and close postings.
- Generate regular reports and analytics on recruitment progress and candidate pipelines.
- Identify and troubleshoot technical issues, escalating to IT or system vendors when needed.
- Ensure the recruitment system complies with data privacy, security, and employment regulations.
- Provide training and guidance to users of the recruitment system as needed.
- Continuously assess system performance and recommend improvements.

IT Service Desk (Part Time) | Dec 2016 - Mar 2024

Cash And Carry Mall - Faisalabad, Pakistan

- Serves as the first point of contact for users seeking technical assistance via phone, email, or ticketing systems.
- Diagnoses and resolves hardware, software, and network-related issues promptly and effectively.
- Escalates complex issues to appropriate IT teams or higher-tier support as needed.
- Installs, configures, and updates computer systems, software, and peripherals for end-users.
- Maintains accurate records of support requests, incidents, and resolutions using help desk ticketing software.
- Provides support for common enterprise tools and platforms (e.g., Windows, Microsoft Office, VPN, email systems).
- Assists with account management tasks such as password resets, user access provisioning, and permissions.
- Educates users on best practices, software usage, and self-service tools to improve user experience.
- Contributes to documentation, FAQs, and knowledge base articles to support ongoing service improvement.

IT Help Desk | Jul 2015 - Nov 2016

Mian Shipment - Faisalabad, Pakistan

- Provides first-level technical support to office and warehouse staff, ensuring minimal disruption to shipping operations and logistics workflows.
- Troubleshoots and resolves hardware, software, network, and system access issues related to shipping management systems (WMS, TMS, ERP) and related tools.
- Supports end-users with label printers, barcode scanners, handheld devices, and other shipment-specific technology.
- Monitors help desk tickets, responds promptly to service requests, and documents issues and resolutions clearly.
- Escalates unresolved technical problems to appropriate IT personnel while maintaining communication with affected users.
- Supports routine system updates, backups, and compliance with IT security protocols.
- Provides user training on IT systems used for shipment tracking, inventory, and reporting tools.
- Maintains inventory of IT assets, including laptops, desktops, scanners, and mobile devices used in field operations.

IT Administrator | Sep 2014 - Jun 2015

Benz Beverages Fsd - Faisalabad, Pakistan

- Manages and maintains the branch's IT infrastructure, including servers, workstations, network devices, and communication systems.
 - Provides day-to-day technical support to office, sales, and warehouse staff, ensuring minimal disruption to operations.
 - Oversees the smooth functioning of industry-specific systems such as inventory management, sales tracking, and distribution/logistics platforms.
 - Installs, configures, and updates software and hardware, ensuring compatibility with corporate IT standards.
 - Monitors and troubleshoots network connectivity, printer/scanner performance, and email communication systems.
 - Ensures data security and performs regular backups, in line with company IT policies and compliance requirements.
 - Coordinates with the central IT team for system upgrades, issue escalation, and integration of new technologies.
 - Supports the implementation and maintenance of point-of-sale (POS) systems, mobile sales tools, and handheld devices used by field staff.
 - Maintains an up-to-date inventory of IT assets and ensures timely procurement or replacement of equipment.
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