



Ali Abbas Petiwala

System Administrator & IT Analysis

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Karachi, Pakistan 📍

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Result in ambitious professional offering a progressive 10 years career in Information Tech, which are built on the various sectors as an IT/System Administrator, Service Delivery, Project Management, and IT Governance with emphasis on Software Licensing, Hardware Requirements Policies and IT Compliance in multiple industries like Education, Telecommunication, IT (Service Providing industry) and in Health and Medical Care.

SKILLS

Cyber Security

Identity & Access Management

Office 365 Administration

Incident Management

IT Asset Management and Audit

Service Now/Jira Administration

System Administration

IT Security Policies

Vendor Management

IT Audit

License Management

WORK EXPERIENCE

IT Administrator

Trellis Housing Finance Limited

08/2020 - Present

Karachi, Pakistan

Achievements/Tasks

- Define IT policies and security procedures.
- IT Audit and asset management.
- Define Identity and access management for file share rights and other applications.
- Developed sync process between SharePoint and AWS S3 on Lambda Function.
- Vendor Management – Processing RFQ, Purchased order with a Decision matrix.
- Building security and access policies using python integrating with Office 365 to other applications.

IT Service Desk Analyst

GETRONICS TECHNOLOGY SDN BHD

07/2018 - 07/2020

Kuala Lumpur, Malaysia

Achievements/Tasks

- Operational ITIL process: Incident Response Management, Change Management.
- Provide application support for MacOS, iOS support and Windows support for France, Singapore, UAE & USA.
- Understand and knowledge on scripting for automation purpose and reporting.
- Handling High Severity and GDPR Case.
- Monitoring and take relevant action with cyber security processes.

IT Support Team Coordinator

EMITAC ENTERPRISE SOLUTIONS LLC

04/2016 - 09/2017

Dubai, United Arab Emirates

Achievements/Tasks

- Following the ITSM techniques to conduct IT system activities as per the SLA provided contract validity through helpdesk and to coordinate with respective engineers until issue is being resolved.
- Coordinating team of 10 onsite engineer across UAE.
- Managing of IT Asset worth about \$5 Million.
- Conduct Quarterly internal audit and individual involvement with External Auditor.
- Application handling Asset Management (Oracle), Ticket routing and assignment (Autodesk).
- Product knowledge of HPE, CISCO, Aruba, Microsoft.

WORK EXPERIENCE

System Support Engineer (IT officer)

GHАЗI BROTHERS

04/2015 - 02/2016

Karachi, Pakistan

Achievements/Tasks

- Perform daily IT Operation tasks.
- Responsible to automate SQL Database on daily basis.
- Reviewing and audit process for Active Directory and user access management.
- Responsible for IP PBX system and coordinating with the vendor for further implementation and troubleshooting.
- Assisted with IT Manager in migration of Microsoft Dynamics from cloud to in Premises.

IT Business System Analyst

SUPERCEED (M) SDN BHD

03/2014 - 02/2015

Kuala Lumpur, Malaysia

Achievements/Tasks

- Collaborating with development to interpreted business logic in technical.
- Reviewing data analysis as related to the call and issue to improve the productivity and performance.
- Provide technical support and analyze the issue within telephone system and application integrated.
- Reviewed and analyzed policies and security compliance.

PERSONAL PROJECTS

IP PBX - Call Management System (04/2015 - 08/2015)

- Implemented IP PBX system in head office Karachi.
- Connected all 9 branches all over Pakistan with IAX.
- Set up security for inbound and outbound calling.

CERTIFICATES

ITIL Foundation Certificate in IT Service Management (ITIL v3) (12/2018 - Present)

EDUCATION

MSc (PGC) in Technology Managment

Staffordshire University

08/2011 - 12/2014

England, United Kingdom

BSc. (Hons) in Computing

Staffordshire University

04/2008 - 02/2010

England, United Kingdom