



## Syed.Sohail.Alam

### IT, Technical Support Specialist

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Birth date: Junvery 30 1983

Religion: Islam  
Nationality: Pakistani

#### Summary of qualification

- 10 years IT extensive knowledge and development technical experience
- Proficient in routers, modems and switches
- Proficient in LAN and WAN, installation, configuration & monitoring.
- Hardware exposures installed, repaired and maintained are, server, PC, camera, biometrics, notebooks, printers, plotters, projectors.
- Software exposures installed, Managed & Administrated -Microsoft windows , Linux , Mac OS ,Microsoft Server NT,2003,2008,2012 ,2016
- Microsoft pre installation specialist
- Cisco router and switching training Archived 2016,
- Exceptional client service skills.
- Excellent written and verbal communication skills.

#### Work Experience

Nov 2018, up to 2021 21 Nov  
Al Wissam Al Arabia Holding Company, Riyadh KSA



General Directorate of Public Security  
Ministry of Interior

**Assignment, Public Security Information Technology Department**  
**Location, 911 Makkah Command center KSA**  
**Assignment Position: IT ,Regional Technical Support Specialist**  
**Area cover : Makkah,Taif and Jeddah**

#### Responsibilities

- Responsible for administrating and maintaining the public security program to all public security and police department in Makkah ,Taif and Jeddah area
- Administrating and Maintaining routers ,switch, pc and its peripherals
- Installing and Maintaining copper, fiber and point to point wireless connection.
- Adding user to the domain which have a VPN connection with the main server in Riyadh.
- Technical survey and advice for new network infrastructures to police station ,camp and remotestation
- Maintained handheld barcode and biometrics scanner during Ramadan and hajj season



**Food Company .Pastalita.Urban, Wok to Walk .Bass Tawook**  
**Location, Saudi Arabia .Riyadh, <http://www.ramhc.com/>**  
**Position: System Administrator**  
**June 2016, to Nov 2018 ,5 moths**

### **Responsibilities**

- Mange NCR Aloha\Transight\Odo\Omega pos system
- Point of sale system manage make a new recipes
- Mange FTP\SQL\Time attendance\active directory\Hyper-Server
- Cctv Camera Mange and Configure
- support& internal office IT problem
- All branch pos system and Vpn connection manage
- Supreme attendees Software mange
- Cisco Meraki vpn manang all branches
- Restaurant inventory check and making a Sales &Daily short report
- Installation and configuration of network Printers.
- Outlook configurations and support



**02November2016toApril2016)**  
**GEMCO is a leading IT service provider and offers management**  
**Location, Pakistan, Karachi. <http://www.gemcopakistan.com/>**  
**Position: System Administrator**  
**02November2016toApril2016**

### **Responsibilities**

- Administrated domain and maintained the network infrastructure with 50 user
- Maintained and monitored server, router ,switches, IP Phones, laptops, desktop, network, biometrics printers ,camera and business projectors.
- Managed data security and backup
- Brother,MFC,Link jet, Laser Printer, ADS Scanners.
- Ricoh Copier printer/projectors Configure & Installation
- Installation and Raid configuration of Windows server2003 and 2008 .ISA 2006Imaging PCs,



**Active business solution. it solutions company**  
**Location, Pakistan, Karachi.**  
**Jan2013to06November2015**  
**Assignment Position: Assistance System Administrator**

### **Responsibilities**

- Administering and Management of Domain Controller and MDAemon Email Server and Management of Multiple Servers Running .Windows2008 R2 installation Configuration Support Computers Servers and Network printers.
- Installation Configuration Routers ,Wireless Router and Switches,
- Installation Configuration Support and Trouble Shooting Local Area Network
- Installation and Configuration of Operating Systems, application software, Assembling and General fault finding of software, and hardware.
- Managing ERP (MICROSOFTGREATEPLAINSERP/DYNAMIC) for All Arfeen Group of Companies



**Armal GNC .The largest global specialty retailer of health and wellness products including vitamins,**  
**Location, Saudi Arabia .Riyadh, <https://gnc-sa.com/>**  
**23 January 2011 to27April 2012**  
**Assignment Position: Assistance System Administrator**

### Responsibilities

- Desktop and laptop, Dell, HP, Acer, Samsung, Everex,
- Printers, HP Epson, Canon
- Routers and Switches, D-link, TP-link ,Cisco and Linksys
- Network cabling, ranging from 50 to 2 thousand points
- Router, modem and switch configuration
- Server installation ,Microsoft Windows server 2003,2008 2012 with domain, DHCP configuration
- Provided IT Solution and maintained contract to multinational company and ministries in LAN,WAN installation and management
- Armal GNC Website developer\Manage Web site



**BCI is amongst the oldest support based companies**  
**Location, Saudi Arabia .Riyadh, <http://bci.net.pk/>**  
**23 January 2011 to27April 2012**  
**Assignment Position: Assistance System Administrator**

### Responsibilities

- Deploy and configuring PC ,Work stations and Laptops.
- Operating System Installation of Windows XP/VISTAandWindows7Installation and Raid configuration of Windows server2008
- Installation Configuration Support and Trouble Shooting Local Area Network



**Logistics companies**  
**Location, Pakistan Karachi**  
**2April2008TO February2010**  
**Position: Customer Service Officer**

### Responsibilities

**While working with SWIFT Logistics on projects with Habib Bank Limited, Muslim Commercial Bank Customer Service Officer**

- Service and communicate with our customers and dealing with credit cards.
- Interface with customer service ,customer support and daily basis regarding service Track and forward couriers



آغا خان یونیورسٹی

THE AGA KHAN UNIVERSITY

**Aga Khan University is a unique hybrid:**  
**Location, Pakistan .Karachi. <https://www.aku.edu/>**  
**12April2008TO February2010**  
**Position: Communication Data Operator**

### Responsibilities

- I worked as Communication Data Operator in Communication Department ,Black Office Building. I rendered389 hours of my voluntary service. My duties were following

## Education



### **DIPLOMA ELECTRONIC**

Fast position(2008)



### **HIGHER SECONDARY EDUCATION**

Fourth position(2007)



### **SECONDARY EDUCATION**

Fourth position(2003)

## Certifications/Training



*Systems Engineer*

### **MCSE Training**

- Microsoft Windows XP and Windows 2003 Server Environment
- Microsoft Windows Server 2003 Network Infrastructure
- Microsoft Windows Server 2003 Active Directory Infrastructure
- Microsoft Windows Internet Security and Acceleration (ISA) Server 2004
- Designing a Microsoft Win Server 2003 Active Directory & Network Infrastructure



*IT Professional*

### **MCITP Training**

- Network Operating System, Server 2008 Active Directory Infrastructure
- Microsoft Windows Server 2008 Installing .Configuring &Administering The Following
- Microsoft Windows Server 2008 IIS.DHCP,DNS.RAS.VPN Advanced Terminal Services
- Configuring Rear- Only Domain Controller
- Designing a Microsoft Win Server 2003



### **Cisco Routing and Switching Training**

Cisco Entry Level, Routing 31-Mar-10 to 20 jun-10



### **WEB DEVELOPER Training**

- Web Fundamentals. Introduction to ASP. Deam Weaver
- Adobe Photoshop ,HTML,DHTML
- Macromedia Flash, Java Scripting



### **PCSERVICE&NETWORKING Training**

- IQ Pass institute Karachi . <http://www.iqpass.pk/>

### ***Interpersonal Skill Positives:***

- I have memorized Holy Quran therefore I am a Hafiz.
- Saudi driving license

### ***Languages Known:***

- English (Medium Level)
- Arabic (Basic Level)
- Urdu(Flue)