

SYED IQBAL GHANI

Professional – Information Technology & Systems Support Engineer

Professional Résumé

Address	Flat 707, Block – A, Home Land Apartment, Gulshan E Iqbal, Karachi, Pakistan		
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Profile Summary

With more than 16+ years of experience in the field of Information Technology and System Support in Karachi, Pakistan. I have strong business and customer management skills with an inherent ability to deal in the domains of IT management, System handling and 'on the floor & back office User service execute. Dynamic, detailed, and results-centric resource with demonstrated record of maximizing productivity while minimizing expenses. Innovative, analytical, and big-picture thinker, reputable for designing and implementing strategies that drive process efficiency improvements. Creative, confident, and effective problem solver. Exceptional communicator, with expertise in international and cross-cultural communications and business relations.

Professional Experiences:

Organization: Albaraka Bank Limited
Designation: Assistant Manager IT (OG-2)
Tenure: Jan, 12 to Present
Job Description:

CORE BANKING SOFTWARE'S:

- Auto Banker II, III
- I-Mal
- Symbols

APPLICATION SUPPORT PERSON

- Respond to complaints on IT help desk.
- Day to day IT support issues related to end users.
- Well known Banking Software (I-Mal Applications, Symbols, Auto Banker II, III)
- Running before & after End of Day (BEOD/AEOD) Procedures & Backup on daily basis.
- Front End Application, Systems, Network Support.
- Also troubleshoot ERP software problems and network connectivity issue.

HARDWARE SUPPORT PERSON

- Responsible for the Physical operation and performance of all the branches in BURJ Bank IT Infrastructure comprising of Maintaining Hardware, and Local Area Networks.
- Manage & troubleshoot the Desktops, Laptops, and Printers, Scanner and other misc. system devices.
- Experience of System unit assembling, troubleshooting the operating systems and standard office productivity suites installed at clients Desktops or Laptops.
- Installation and support of the desktop computing environment with about Windows, Win2k3 and Win XP & Win7
- Tracking user requests and assuring a high quality of service maintained and end user satisfaction.
- System patches up-to-date and implemented system upgrade.
- End user support and training.
- Experience building, updating, using and troubleshooting all type of hardware for PC's & Laptops.
- Communication with Vendors in the Market to pursue Purchase of Branded & Unbranded IT and Repairing Items.
- Follow up Daily and Scheduled task to stream line the IT Support Team.
- Maintain PC's Inventory Control & maintain list of IT Equipment's.
- Follow up with other IT teams for back end issues effecting end user functionality.
- Handle heavy work load effectively and efficiently.
- Work under pressure to troubleshoot in minimum possible time.
- Best solution provider & finding approach.
- Work on odd timings and weekends in cases of emergencies.

- Understand end user complaints and respond efficiently.
- Knowledge of computer hardware, software, internet, email, applications, antivirus, basic network and troubleshooting.
- Support Networks & maintenance LAN, Wireless LAN
- Installation Microsoft Products like Windows Operating Systems, MS-Office, Outlook Express, Microsoft project, Microsoft Visio as per Bank requirements
- Working on IP Phones Settings, I-Pad, Switches, DSL, LAN & Wireless LAN

NETWORK & MONITORING SUPPORT PERSON

- Managing network resources (printers, folders & file sharing).
- Provide support from every aspect to end-users like Installation, Outlook Configuration through exchange server 2003, and Virus definition update, Virus Controlling, Email Archiving, and troubleshooting daily routine problems in Windows.
- Interaction with end users (i.e. Employees) to provide support regarding hardware & network related issues like connectivity with Servers, PC's and other related problems.
- Maintain cabling, switches, IO connection.
- Work with Senior Engineers for reporting about Pc's and installation of WAN.
- Work with System and Network Engineer to reset and troubleshoot servers and switches with clients
- Manage the team of Technical support at different locations in Group, for operational issues and to ensure continuity of operations.
- Responsible for the smooth running of computers and network.
- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Replacing Hardware parts as required.
- Providing support, including procedural documentation and relevant reports.
- Setting up new users' accounts and profiles and dealing with password issues.
- Prioritizing and managing many open cases at one time.
- Rapidly establishing a good working relationship with end user and other professionals, e.g., software developers and others.
- Testing and evaluating new technology.
- Conducting electrical safety checks on computer equipment.
- Working with Active Directory, domain systems & Policies.
- Configure different kind of wireless devices and Switches / routers.

Organization: Total Logistics Solution (TLS Shipping Services)

Designation: Manager IT

Tenure: April 2007 – Dec 2011

Job Description:

- Installing New software / hardware (Printers, Work Stations etc)
- Setting up User Accounts, Permissions and Passwords
- Overseeing security of all systems, especially the internet, Installing Antivirus protection
- Network maintenance LAN / Wireless LAN
- Technical Support for Users using the network
- Training staff on New Systems
- Day to day Admin & Monitoring of Network use
- Planning future improvements, suggesting IT solutions to business problems
- Making sure all IT meets industry standards
- Supervising Helpdesk Staff, Web Tracking
- Daily Backup CCTV Recording
- Working on Switches, DSL, Routers, LAN & Wireless LAN
- Order, Invoices, Manage Records
- Experience on Installation, Configuration & Operation of WINDOWS all versions
- Working on Relational Data Base Management System Software
- Browsing & E-Mailing, Update EITV Reports
- Network troubleshooting, outlook mail Client Support, etc.
- Knowledge and practical experience of IT security policies and procedures

Organization: KHAIR Agencies (Authorized Dealer Pak Suzuki Motors)

Designation: Manager IT Operation / Manager Claims

Tenure: Aug, 2004 – April, 2007

Job Description:

- Establish New Channels for the Product Sales
- System Support Engineer
- Computer Hardware / Software Maintenance
- Manage Office Records
- Loss Vehicle Estimation. Intimations
- Conducting Vehicle Inspection
- Surveys & Re-Inspections, Billing, Invoicing
- Customer Care Support
- Implements Administrative Tools & Vision to the Business Unit
- Analysis for evaluating new business opportunities versus target Market
- Budgeting and forecasting with periodical controls, variance analysis
- Management reporting and ensuring compliance
- System development for effective operations
- Preparation and Submission of different reports as per requirement
- Produce After Sales & Marketing Plans
- After Sales Tracking (After Sales Team)
- Keep Eye on Competitors activities & Products
- Deal with product promotion Agencies, Advertisement Agencies & Print Media
- Market survey for new product consumption in local market
- Appoint Distributors at Pakistan level.
- Management Reporting, Formulating Strategy, Budget & Forecasting, Leading & Supervision (After Sales Team).
- Product Research, New Product Launching, Insurance Claims, Survey, Re-Inspection, Billing.

Educational Experiences:

Organization: Karachi Model Academy

Designation: Lab Administrator / IT Lecturer

Tenure: Mar, 2006 to Apr, 2008

Job Description:

- Installation, Configuration & Operation of Operating Systems & other Supported Software's / Hardware's
- Setting up User Accounts, Permissions and Passwords
- Antivirus protection
- Network maintenance LAN / Wireless LAN
- Technical Support for Users using the network
- Planning future improvements, suggesting IT solutions to business problems
- Supervising Staff, Invoices & Manage Records

Organization: Karachi College ComputerScience
 Designation: IT & College Incharge / IT Instructor
 Tenure: Feb, 2000 to Feb, 2006
 Job Description:

- Founder of DIT / CIT Programs under supervision of Aziz Ur Rehman (UK).
- Basic Founder of 1st Computer College in Karachi (KCCS) under supervision of Aziz Ur Rehman (UK) & Zahid Malk (CANADA).
- Launching Information Technology activities according to College budget
- Manage Academic Sections (Morning / Evening Shifts)
- Student Counsellor (Academics)
- Prepare online Exam tests in CS Labs.
- IT Lecture on EDP, IT, Data Structure, MS-Office, and Programming with C.
- Monitoring Student Class Time Tables
- Operations, Monitoring, and Systems / Procedures Review and Development, Develop Information Technology Program.
- Planning future improvements, suggesting IT solutions to business problems
- Training & Supervising new Staff
- Fees Invoices & Manage Student Records
- Installation, Configuration & Operation of Operating Systems & other Supported Software's

Organization:	Government PECHS Girl College, Karachi	2002-2004
Designation:	IT Lecturer (XI, XII)	
Organization:	International University & Computer Science (IUCS)	2002-2004
Designation:	IT Lecturer (BCS/MCS)	
Organization:	Ora Soft Institute	2000-2002
Designation:	IT Lecturer (BCS)	
Organization:	Preston University	2000-2002
Designation:	IT Lecturer (DIT/BCS)	
Organization:	US Tech Institute	2002-2004
Designation:	IT Instructor (DIT)	
Organization:	NAV Tech Institute	2002-2004
Designation:	IT Instructor (DIT)	

Education / Qualification

Sr	Degree	From	Division	Passing Year
1	Masters (Computer Science)	University Sindh	"B"	1999

Certification / Courses

1	Microsoft Office Specialist (2013)	DHA University	2018
2	Net Backup Training	Burj Bank Limited (Head Office)	2014
3	Best IT Services (Beyond Call)	Burj Bank Limited (Head Office)	2014
4	Diploma E Learning	Wilhelmsen Shipping Services	2010
5	Sports / Basket Ball	University Grant Commission Islamabad College / District / Divisional / University Level	1999-2000 1992-1999
6	National Cadet Corps (NCC)	National Guards No. 727463	1992-1993

Management Skills

- Excellent in Customer Relationship Management.
- Proficient in Data Base Management System
- Proficient in using technologies such as Fire fox and Internet Explorer
- Skilled in MS Windows (all versions) and MS Office (all versions)
- Experience in creating User manuals, User documents etc
- Good at problem solving, organizing, prioritizing and multi-tasking
- Organizing People, Administration and Office Support
- Presentation Skills / Analytical Skills
- Leadership Skills / Communication Skills

Information Technology

- Excellent with all things IT / Good in a team
- Good at problem solving
- Good at organizing, prioritizing and multi-tasking
- Able to explain technical problems in a simple way
- Clear understanding of your employer's business and the needs of the users of the systems
- Hardware Installation for events (Projectors, PCs, Printer, & Other Devices)
- Networking Installation & Maintenance
- Proficient in Data Base Management System
- Proficient in using technologies such as Fire fox and Internet Explorer
- Skilled in MS Windows (all versions) and MS Office (all versions)

Personal Information

Father's Name	Syed Abdul Hameed Shah
Date of Birth	2 nd February 1977
CNIC No	42501-1704029-9
Domicile	Sindh
Language Competency:	English, Urdu, Sindhi, Punjabi

References:

Will be furnished upon request

Best Regards,

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