

SYED IQBAL GHANI

Professional – Information Technology & Systems Support Engineer

Professional Résumé

Address	Flat 707, Block – A, Home Land Apartment, Gulshan E Iqbal, Karachi, Pakistan		
Resident	+92-313-8282409	Cell:	+92-344-3050-609
Email	syed.iqbal.ghani@gmail.com		



Profile Summary

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: Manager IT (OG-1)
Tenure: Jan, 2012 to Jun, 2022

Organization: Total Logistics Solution (TLS Shipping Services)
Designation: Manager IT
Tenure: Apr, 2007 to Dec, 2011

Organization: Khair Agencies (Authorized Dealer Pak Suzuki Motors)
Designation: Manager IT / Operation
Tenure: Aug, 2004 – Apr, 2007

Organization: Karachi College Computer Science
Designation: IT & College Incharge / IT Instructor
Tenure: Feb, 2000 to Jul, 2004

APPLICATION SUPPORT

- 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

- Responsible for the Physical operation and performance of all the branches in 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

NETWORK & MONITORING SUPPORT

- 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.
- 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
- Establish New Channels for the Product Sales
- 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
- 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.

REWARDS & TRAININGS

- Worked as Team Lead / Instructor to taken professional classes of Web Designing & Mobile Application in DHA SUFFA University under supervision by Federal Government of Pakistan National Vocational and Technical Training (NAVTTTC). (Batch 1, Batch 2, Batch 3) (2020-2022)
- Worked as IT Instructor in Government PECHS Girl College, Karachi (2002-2004)
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- Worked as IT Instructor in International University & Computer Science (IUCS) (2002-2004)
- Worked as IT Instructor in US Tech Institute (2002-2004)
- Worked as IT Instructor in NAV Tech Institute (2002-2004)
- Worked as IT Instructor in ORA Soft Institute (2000-2002)
- Worked as IT Instructor in Preston University (2000-2002)
- Founder member of DIT / CIT Programs under supervision of Aziz Ur Rehman (UK).
- Founder member of 1st Computer College in Karachi (KCCS) under supervision of Aziz Ur Rehman (UK) & Zahid Malk (CANADA).

EDUCATION:

.Master's in Computer Science

CERTIFICATIONS:

- Microsoft Office Specialist (2013)
- Net Backup Training
- Best IT Services (Beyond Call)
- Diploma E Learning
- Diploma in Information Technology
- Sports / Basket Ball

MANAGEMENT SKILLS

- Excellent in Customer Relationship Management.
- Proficient in Data Base Management System
- Proficient in using technologies.
- 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

IT SKILLS

- 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 Name: Syed Abdul Hameed Shah
- CNIC No: 42501-1704029-9
- Domicile: Sindh
- Languages Competency: English, Urdu, Sindhi, Punjabi

REFERENCE: Will be furnished upon request

Best Regards,

Syed Iqbal Ghani
0344-3050609
0313-8282409