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Nationality

- Pakistani

Education

- Computer Science (BCS hons) from Karachi University

Language

- Urdu
- English

IT Skills & Trainings

- Project management foundation (LinkedIn)
- Active Directory
- CCNA (CTTC)
- AirWatch
- Fixed Asset Management
- ERP system (SAP & JDE)
- Qlik-view
- EMS
- BES
- Trainer
- BCP/ITCP
- MobileIron
- Disaster Recovery
- Learning ITIL (LinkedIn)
- Linux (CTTC)

Certification

- Azure Fundamental
- MCITP

Other Skills

- Analytical Approach
- Team management
- Time Management
- Multitasker
- Interpersonal Communication
- Team Player

M. Inam Ul Haq

IT Coordinator – Service Delivery (Aga Khan University Pakistan)

SUMMARY

Achievement driven information technology professional with over 13 years of experience, working across the board in IT including Technology Management, ERP Implementation, Business Process Re-Engineering & Digital Transformation and Program Management.

Manage multiple large-scale IT projects including implementation of SAP for 600+ users, 2 business divisions and other innovative solutions that drive value for the business.

PROFESSIONAL EXPERIENCE

June 2021 – Present

Aga Khan University (AKU)

June-2021 to Present

▪ IT Coordinator

- Leading the EUC Project.
- Providing 2nd level support, problem resolution, and reporting to Service Manager IT.
- Responsible for software & patch management to workstations using SCCM.
- Coordinating with warehouse & Purchase team regarding desktops & laptops deliveries.
- Supervising the analysts who is being assigned for EUC project.
- Providing administrative support and maintaining in-depth knowledge of AKU policies and procedures on IT systems.
- Following up with the user to return the old machine.
- Ensuring continuity of systems and maximum efficiency on all existing and new ICT systems.
- As per IT Policy disposal of the old asset with disposal department
- Worked with Finance and ensure to remove the IT assets.
- Monitoring tickets of analyst in the ticketing system.
- Presenting the weekly/Monthly report using pivot table & power bi (if required).
- Managing all buyback queries and process.
- Extract weekly reports of client machines and make sure that every machine is compliant.

Feb 2021 – June 2021

GlaxoSmithKline (GSK)

Deputed by Excis Pvt Ltd.

▪ IT Engineer

- Provide first/second level contact and problem resolution for customer issues via online ticketing system (ServiceNow), reported to "**Cluster Manager for MEA and Africa Region**".
- Ensure to run network and support services in PSC especially in production environment.
- Liaison between procurement and business for hardware requirement.
- Work with Third Party Vendors to remediate complex AV issues as needed.
- Provide timely communication on issue of both Network & support status and resolution.
- Install, upgrade, support and troubleshoot Windows 10 and Microsoft Office 365, Cisco Jabber, another authorized desktop application.
- Performs general preventative maintenance tasks on computers, laptops, printers.
- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.
- Smart support of the regional team to support of Networks, Servers, Audio/Visual, Smart Devices and Telecoms.

Dec 2014 – Jan 2021

GlaxoSmithKline (GSK)

Deputed by HRSG Pvt (Ltd)

Aug-2019 - Jan 2021

▪ IT Coordinator

- Deputy of FLO Team lead (approx. 10 FLO team members)
- Managing TECH inventories, FAM admin, and owner of online hardware requests and buyback request forms.
- Lead the IT dept as EIS Market Lead for an interim period, assigned by the EIS Cluster head (in the absence of EIS Lead).
- Administrator of AirWatch and responsible to Push enrollment of IOS devices through AirWatch.
- Coordinating with regional Team and vendor to perform data center activity if required.
- Assuring payment process on timely with coordination of Finance maintaining and submitting.
- Vendor Management.
- Responsible for conducting IT training for users (Monthly Tech clinics and road shows).
- Managing conferences of Marketing and Sales within company and outside company from TECH
- Managing ongoing projects of Production & Commercial sites.
- Manage Remedy system & service now to monitor tickets in remedy & assign to Local IT DSS team, also responsible for SLA.
- Create monthly report via Qlik-view, which is being presented to IT LT & Business Partners.
- Ensure IT services delivery, prioritization & quality of service.
- Participate in continuous improvement initiatives for IT processes to improve the efficiency of operational tasks.
- Managing complete infra/support services of all GMS sites.
- Managed entire purchase decision of GSK IT i.e shopping cart, WBS, Asset, GR, etc. in GSK ERP system i.e JDE & SAP (MERP & CERP)

Dec 2014 – Jan 2021

GlaxoSmithKline (GSK)

Deputed by HRSG Pvt (Ltd)

▪ **Site IT Coordinator (F-268)**

Feb-2018 - July 2019

- GMS site IT coordinator for F-268 site.
- Part of SAP implementation team from F-268 site.
- Conduct high value business driven IT related training within the organization.
- Liaise between business groups and different IT supply organization for business excellence.
- Performed BCP/ITCP of data center
- Liaison with procurement to arrange new IT related equipment as per the business requirement.
- Provide administrative and operational support of site approx. 220+ users.

▪ **GMS IT Coordinator (WW)**

July-2016 - Jan 2018

- Support GMS WW users approx. 100+.
- Responsible for P.O of GMS.
- Part of GSK standard Wi-Fi team as POC for the WW site
- Participate in disaster recovery drills.
- Single POC for infrastructure support.
- Coordinate with the Network operation team for any network issues.

▪ **IT Coordinator**

Dec-2014 - June 2016

- Support H.O employee approx. 100+ users.
- Only POC for the SF team approx. 800+.
- Launch GSK new iPad app and trained SF & office-based iPad users.
- Educate & demonstrate multiple new applications of iPad for the SF team.
- Handled multiple user's data privacy cases along with UK security team.
- Delivered offsite training to the SF & others dept.

June 2012 –Dec 2014

Hewlett Packard (hp) as Site Support

Deputed by Mushko Electronics Pvt (Ltd)

- Single POC, deputed in **Eli-Lilly Pakistan** on behalf of hp directly reports to IT Regional head (Singapore).
- Administrator of Active directory (AD), Mobile Iron & BES.
- Collaborating across functional units.
- Managing purchasing queries via SAP.
- Remotely support the Lilly users covering all over Pakistan.
- Diagnosed and make it resolved any hardware/ Software issue
- Part of the hp regional security team for Pakistan users.
- Working Online ticketing system (Service Now)

Oct 2011 –May 2012

PSO as Resident Engineer (R.E)

Deputed by Mushko Electronics Pvt (Ltd)

- In charge of DSS team, responsible for the Daily User queries report to IT Manager.
- Assigned daily User tickets
- Handling the Hardware Inventory
- Provide support in Lotus Notes, SAP GUI 5.0.
- Co-ordinate with the Network and System Administrator for Administrative tasks.

Oct 2010 – Sep 2011

M.S.P Pvt Ltd as IT Officer

- Send Daily reports to the Client
- Coordinate with the vendor the asset replacement/ repair
- Maintain asset inventory
- Co-ordinate with the head office & service provider for better service and budget approval

July 2009 – Sep 2010

Secondary School as LAB Administrator

- Manage school lab & perform all classes practical
- Create circular.
- Procure lab equipment as per the request/requirement.
- Maintain attendance list

Key Achievement & Projects

- EUC
- Part of SAP (d-MERP & CERP) readiness team.
- Part of the Veeva launching team.
- Deployed & responsible for EMS in GSK Pakistan
- ERP Duplex printing in BPCS (Save approx. 500 pages/day)
- Windows 10 deployment
- Managing National Sales Conference
- Deployed & administrator of FAM in GSK
- Rollout online buyback & hardware request form.
- Tablet block Network Expansion ([Recognition by IT MENA/CIS](#))
- EHS Audit ([Recognition by IT MENA/CIS](#))
- iKnow ([Recognition by IT MENA/CIS](#))
- Wi-Fi Launch ([Recognition by IT MENA/CIS](#))
- Info Protect ([Recognition by IT MENA/CIS](#))

Professional Training & Workshop

- Microsoft Azure Fundamental Certified
- MCITP certified professional
- CCNA & Linux & MCITP (**CTTC**)
- Learning ITIL (**LinkedIn training**)
- Power BI Reports (**LinkedIn training**)
- Project Management Foundation (**LinkedIn training**)
- Attended D-MERP & CERP consultant workshop as a super lite user of Enterprise shopper & P2P.
- Attended as Lite superuser in the Ariba workshop.

Major Term Project

- Make online hardware & Accessories form (save approx. 10 pages per day).
- Automate buyback form which includes asset removal from FAR.
- Completed Readiness Network project of GSK F-268 site (72 network points, 32 AP's).
- Conduct "train the trainer" session on collaboration tools i.e WebEx, MS-Team with HO employees, also trained LT members.
- Initiated Weekly online learning platform for all GSK staff (SF & H.O)
- Launched standard Wi-Fi solution (as an assistant of PM).
- Launched iPad application in Pakistan including Veeva
- Deployed effective and cost saving printing solution in GMS ERP.

Reference

- Available upon request