



MUHAMMAD SHAHBAZ MOBIN

Technical Manager | IT Specialist | IT lead of Network, Systems, and Helpdesk

📍 MINISTRY OF DEFENCE -Family Resident Area Hospital King Khalid Military City KKMC, Hafer Al Batin, Saudi Arabia

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PROFILE

Versatile IT professional with 12 plus years of experience and knowledge of IT operations, support, network architecture, team building, asset management, enterprise security, and budget development with proven ability to combine project and staff management with technical expertise to consistently exceed corporate goals

EDUCATION

Bachelor of Computer Science Hon's
Al-Khair University (AKJ) Main Campus, Bhimber, Azad Jammu and Kashmir 10040

Jan 2003 – Dec 2006 | Bhimber Azad Kashmir, Pakistan
The field of my research in the Computer Science Graduation degree was "The role of the efficient interface in medical applications & Computer Networking"

Higher Studies of Pre-Engineering Science
Govt. City College from -Karachi Education Board Pakistan

Mar 1997 – 1999 | Gulberg Town, Karachi, Pakistan
Maths, Physics, Chemistry, English

Secondary School Certificate
Bright Star Secondary School- Board of Secondary Education Karachi. BSEK

Feb 1995 – 1997 | North Nazimabad, 74600 Karachi, Pakistan
Biology, Chemistry, Physics, English, Maths, Computer

PROJECTS

Wireless-LAN Project Monitoring Development Section in Telecom Wireless-LAN Project
Monitoring Development Section in Telecom

Jan 2002 – 2002
Pakistan Telecom Technical Institute Certificate of the (PTCL-Zone-IV) - Karachi

AWARDS

Certificate of Appreciation during the job Training (PTCL-Zone VIII-Karachi). in Telecom
Pakistan Telecom Technical Institute Certificate of the (PTCL-Zone-IV) - Karachi

12 Mar 2003

TECHNICAL SKILLS

Operating Systems: ● ● ● ● ● ●
Windows/Mac/Linux Windows Server 2008, 2012

Microsoft Products and Applications: ● ● ● ● ● ●
Office 2010/2016/2019/Office 365 & SharePoint

Physical Server & Antivirus Server: ● ● ● ● ● ●
HP DL, ML, BL, IBM X servers & Trend Micro Worry free, Symantec, Kaspersky

Network & Telecom Troubleshooting: ● ● ● ● ● ●
(VoIP, VPN, VLAN, TLAN) Storage Network, Nortel/Ericsson PABX (AVAYA IP PHONE/ACCESS POINT/DECK SYSTEM & IP /CCTV IP-BASE NETWORKING VOICE/DATA (NORTEL ROUTER/CISCO/NORTEL SWITCHES

IT Pacss HealthCare System ERP /HIS & RIS ● ● ● ● ● ●
Cerner EHR/Oracle ERP/Sage-300/

DIPLOMA

Computer Hardware Diploma
Govt of Sindh Trade Testing Board Directorate of Main Power & Training

Feb 2003 – 2003 | Karachi, Pakistan
Computer Hardware Repairing, Troubleshooting & Installation

Specialized Diploma in Computer Networking
Skill Development Council (SDC) Govt of Sindh Trade Testing Board Directorate of Main Power & Training

Jan 1999 – Nov 1999 | Karachi, Pakistan
Computer Networking & Networking Administration

CERTIFICATES

MCP – Microsoft Certified Professional (2000 Track)
Computer Networking

MSCE – Microsoft Certified System Engineer (2000 Track)
Computer Networking

MSCE+I – Microsoft Certified System Engineer Plus Internet (2000 Track)
Computer Networking

Certificate of the (Computer Network & Nokia Hardware Techniques) PTCL
Network & Nokia Hardware Techniques

New Management of Venous Disease
Al-Habib Education & Training Institute -HMG-DR.SULMAIN AL-HABIB MEDICAL GROUP [02/09/2009 – 09/09/2009]

PROFESSIONAL EXPERIENCE

Technical Manager

Advance I.T & Telecommunication Systems- Mideast / Asia Pacific

Aug 2017 – Apr 2021 | Karachi, Pakistan

• IT Strategy | Resource Management | Cross-Functional Leadership & Strategic:

- Prepare annual plans and budgets to meet the strategic objectives of the Technical Support function of IT department.
- Monitor implementation of the annual plans and measure achievements of results against budgets and objectives and take corrective measures as appropriate.
- **Duties and Responsibilities:**
- Responsible for regional/office network implementation and maintenance, including WAN/LAN/Voice solution design, network equipment configurations and deployment, network system troubleshooting and health checking.
- Configure & troubleshoot all corporate applications (SAP, Microsoft Dynamics AX, PLM,HIS ERP System etc.) providing level 1 support.
- Responsible for system implementation and maintenance, including windows server system, web application system, SQL database and storage system.
- Build IT infrastructure, including networks, servers, server room, cabling, door access control/CCTV etc. IT service incident management, availability management, capacity management, continuity management, data backup and recovery etc
- Deploy LAN/WLAN and internet-related equipment for operational use in the region.
- Configure, update, and back up of all LAN/WAN/SAN and internet equipment.
- Physical installation of all IT equipment in data centers and technical rooms.
- Assist in maintaining the data center infrastructure & environment.
- Advance knowledge of desktop & server Operating Systems.
- Basic understanding of Linux & troubleshooting skills in Windows/Mac/Linux(ubuntu)
- Demonstrated skills in configuring/managing any enterprise level routers/firewall like Cisco Meraki & F5 administration skills.
- PBX/VOIP configuration and troubleshooting skills.
- Office 365 provisioning and administration skills.
- Administer & maintain Wireless access points, VPN & company issued mobile devices.
- Configuring and installing network devices (Switches, Routers, and firewalls).
- Experience with Helpdesk ticketing systems (e.g. ZenDesk, Solarwinds, Kayako).
- Experience in ManageEngine products such as Desktop Central, Service Desk etc.
- Responsible for user training on IT platforms/OA/Application/Services.
- Network and server system maintenance and troubleshooting. IT infrastructure maintenance and troubleshooting.
- Implement IT standard/policy in responsible offices.
- Analyze business requirement and initial the IT project to satisfy the requirement.
- Writing systems documentations, procedures and reports.

LANGUAGES

English (IELTS) • Urdu / Hindi

Arabic • Punjabi

REFERENCES

Muhammad Muzzamil Aziz,
Technical Manager,
Advance I.T & Telecommunication
Systems
muzzamil.aziz@gmail.com,
+923452328937

Arshad Iqbal, *ERP Manager,*
AL-EMADI MEDICAL HOSPITAL GROUP
(DOHA-QATAR)
arshad.iqbal@alemadihospital.qa,
+97477123488

INTERESTS

- Volunteering, Travelling ,Sport, Photography & Language

IT Engineer

Dr.Al-Emadi Medical Hospital Group -- (Doha Qatar) Mideast / Asia Pacific

Nov 2015 – Jul 2017 | Doha, Qatar

• IT Strategy | Resource Management | Cross-Functional Leadership

- Lead and manage all IT & Health equipment Infrastructure Management functions including, Backup
- Management, project management of concepts pertaining to LAN, WAN,VLAN Network Security, Responsible for the installation, management and maintenance of the company's IT hardware, software, resources and networks; provides training and consultation, and recommendations about future planning and development of IT resources. Provides these services in an effective and cost-efficient manner.
- **KEY RESPONSIBILITIES:**
- ERP HIS SYSTEM Clinical and administration functionality at Hospital
- (Registration,AT,Billing,Laboratory,Radiology, RIS (Radiology Information System), AMPFM (Access
- Manager and Patient Financial Manager), LIS (Lab Information System),HR,Wards,BloodBank,AHC,Ambulance,Pharmacy, Materials Management)
- Integrated HIS system for End to End Implementation.Also Functional End user training, activation and support of HIS, for different modules in Healthcare Systems.
- Upholding IT Asset Management system, IT assets tracking system, monthly system information update and monthly preparation of IT asset report for the top management. Installation of Citrix & Oracle Software support & Antivirus Servers & other software as required at staff PC's in Office as well Projects site (Remotely).
- Supports teams & Implementation Support works with various project team members and physician practices toward the successful implementation of EMR/EHR system – SAGE ERP -300 H.I.S.
- Operate and administer computer and telecommunications software, networks and information systems
- Manages IT budgets and expenditures & ERP Implementation Project
- Ensures technology is accessible and equipped with current hardware and software troubleshoot hardware, software and network operating system & Maintains current and accurate inventory of technology hardware, software and resources.
- Also assist the Radiology Department with resolving issues with the PACS Services, DNS issues with the HIS/RIS system and interface issues related to the PACS system. Direct liaison with Radiology and PACS vendors to assist with the correct network and hardware needs to maintain corporate standard.
- Supporting a Radiology Information System (RIS), Picture Archiving Communication System (PACS) Command voice recognition applications in a radiology office or other medical facility Radiology workflow such as RIS, PACS, or EMR/EHR.Performs daily maintenance and proper operation of PACS System on a daily basis., Liaise with software providers for hardware upgrades, capacity planning and license management.

IT Officer

GOVT.K.P.T/KARWAN-E-HAYAT HOSPITAL

Jul 2012 – 2014 | Karachi, Pakistan

Support desktop/laptops for users including troubleshooting, patches, anti-virus, maintenance, etc.

- Installing, configuring and troubleshooting servers, storage, backup and telephony solutions in a heterogeneous data center environment.
- Ensuring and maintaining the stringent security standards and practices in accordance with company and IT security policies and procedures, especially as they relate to network, data center & overall IT infrastructure security.
- Administering and maintaining backup, disaster recovery and business continuity systems and protocols in accordance with company and IT policies and procedures.
- Provide Level 1 & 2 Technical support to ongoing projects
- Installation, configuration and management of VMware virtualization portfolio.
- Provide technical support for virtualization and shared storage environments
- Installation,Configuration,Administration,TroubleshootingMicrosoftWindows 2003/2008, 2016/2019.
- Daily administration of the backup jobs like creating backup schedules, restoring jobs, generating reports (failed backups etc)
- Application aware backups (to include difference between simple and full backups) and backups for large database environments (Oracle, SQL Server, NoSQL, etc) to include mdf, ldf, ndf. Exposure about SQL backup architecture. Integrating Oracle with other tool
- Experience with volume and File system backups network performance through ongoing monitoring and troubleshooting
- Arranging scheduled upgrades & Investigating faults in the network
- Organize, install, and support an organization's computer systems, including local area networks (LANs), wide area networks (WANs), network segments, intranets, and other data communication systems.

IT SUPERVISOR

HCC-DUBAI- UAE – Mideast / Asia Pacific

Mar 2010 – 2012 | Ajman, United Arab Emirates

Responsibilities:

Provide efficient and quality IT support services to internal business units and users.

- Problem solving on IT support issues and work on development of simple functions/reports required by users.
- Implementation support to vendors for different IT systems.
- Act as a bridge between business and IT vendors for quick resolution of issues by gathering incident reports and new requirements.
- Well coordinate and communicate with internal and external parties to ensure smooth office routine.
- Assisting on ad-hoc IT related projects assigned by the IT Manager
- Provide support to the team for on-location network / hardware and other IT related support issues regarding network setup and monitoring, hardware maintenance, licensing and monitoring of hardware and user account management, etc.
- Designed and performed server and security audits, system backup procedures, and other recovery Processes in accordance with the company's disaster recovery and business continuity Strategies.
- Installed, upgraded, maintained, configured, program software, and maintained application server hardware supported by the security and surveillance unit.
- Implemented necessary patches, hotfixes, service packs, cumulative updates, and upgrades to meet security compliance and application and system integrity.
- Developed and implemented an efficient ticketing system to monitor incoming service desk tickets, track incidents, and troubleshoot issues

IT Support Engineer

HMG-DR.SULMAIN AL-HABIB MEDICAL GROUP (SAUDI ARABIA,UAE & Bahrain)

Feb 2008 – 2010 | Riyadh, Saudi Arabia

Duties & Responsibilities:

- Troubleshoot issues as 1st & 2nd level support for desktop and enterprise applications, local/networking printing, e-mail, connectivity, remote access, and hardware issues
- Troubleshoot and replace laptop and PC hardware such as DVD-Rom, hard drive, floppy drive, motherboard, power supply, computer fan, NIC, monitors, LCD screens, and warranty repairs
- Participate in IT Support queue which will result in assigning and prioritizing open issues
- Manage customer issues and requests by creating, tracking and documenting technical solutions
- Build\deploy new workstations (desktop & laptop PC's)
- Install\upgrade hardware\software on Windows workstations
- Maintaining, troubleshooting, and repairing desktop computers, laptop/notebook computers, printers, peripheral hardware and software

IT INCHARGE

ARMY PUBLIC SCHOOLS & COLLEGES SYSTEM (APSACS) KARACHI-PAKISTAN Appointed by the (Pakistan Army Headquarter Crop Signal 5 Karachi-Pakistan)

Jan 2005 – 2007 | Karachi, Pakistan

Responsibilities:

- Troubleshoot issues as 1st & 2nd level support for desktop and enterprise applications, local/networking printing, e-mail, connectivity, remote access, and hardware issues
- Troubleshoot and replace laptop and PC hardware such as DVD-Rom, hard drive, floppy drive, motherboard, power supply, computer fan, NIC, monitors, LCD screens, and warranty repairs
- Participate in IT Support queue which will result in assigning and prioritizing open issues
- Manage customer issues and requests by creating, tracking and documenting technical solutions
- Build\deploy new workstations (desktop & laptop PC's)
- Install\upgrade hardware\software on Windows workstations
- Maintaining, troubleshooting, and repairing desktop computers, laptop/notebook computers, printers, peripheral hardware and software

System Support Engineer

PAKISTAN TELECOMMUNICATION COMPANY LIMITED (PTCL)

Sep 2001 – 2004 | Karachi, Pakistan

Principle Duties & Responsibilities:

- Installation design documents review and co-ordination with Civil & Telecom Subcontractor for Communication sub-systems in Islamabad.
- To design & review the cable containment design, provide solutions for cabling route for all sub systems inside Station, Way side, Tunnel & to coordinate with Civil Engineering department for Telecom Sub System interface requirements.
- To prepare the installation and Inspection report documents.
- Develops, maintain & ensure the operation of (PABX Exchange &Voice Processor System).
- Supervisor In-charge of the operations of Nokia's Server Tower such windows Applications, Shared Office Resources, GroupWare/Lotus Domino, Messaging/Exchange, & UNIX during the assigned shift.
- PTCL Data com Network 2 NE80/E, 10 NE40/E,2 AR46,1E1000.
- Installation and Maintenance of Servers 2008/2012
- Configure and manage AD, DNS and Create user accounts and their privileges
- Manage company website and domain
- Understanding of cloud systems
- Upgrading, installing and configuring new software to meet company objectives (Windows, CAD, Primavera, Sketch up, Revit Etc)