

Muhammad Imtiaz khan S/O Muhammad Ashraf khan

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Objective:

INFORMATION TECHNOLOGY MANAGEMENT

SYSTEMS | INFRASTRUCTURE | SOFTWARE DEVELOPMENT | STAFFING

Leverage 8+ years of experience – including 6 years of senior-level leadership – spanning Software Development Consultancy, IT Infrastructure, communication and network management, systems operations and service management.

- Combine technical expertise with strong business acumen and operational understanding, ensure all technical strategies and activities align with corporate goals
- Expertly oversee large-scale IT projects, networks, and infrastructures - from initial planning and development to implementation and enhancements
- Proven leader adept at building and motivating diverse technical teams to achieve outstanding results and complete project on time and within budget

Experience:

MCB Bank Ltd

Organization Type	IT / Banking Organization.
Designation	IT Support Officer/IT coordinator
Location	KPK, Pakistan
Type of Experience	Full Time
Tenure	December -2016 to till Date

Description

- To provide Network, Telecom, ATMs, System hardware & software support services to users in coordination with vendors & internal IT department at MCB offices & branches of the Business/ Circle.
- Ensure all segments of connectivity are functional, alive, and well managed and conduct sweeping vigilance on daily basis to ensure maximum uptime.
- Ensure productive coordination with media vendor for timely opening/relocation of new branches/ offices / Off-Site ATMs with respect to media.
- Ensure federal government regulation while choosing, deploying and installing media equipment and their standards.
- Identify and assess the requirements of current connectivity systems and come up with most suitable and reliable media selection, removing and preventing existing and future issues by upgraded bandwidth, improved services and agility.
- Develop short-term and long-term plans for increasing capabilities, improving existing systems, and updating equipment in order to provide better connectivity platforms.
- Supplying/replacement of Hardware (Router, Switches, Tablets, comm. devices) for new branch opening or existing branches where the hardware gets faulty.

- Preparation and processing of approval note against new branch opening, replacement / up-gradation of existing media with improved, reliable and high available one and initiate request to Unit Head for further approval and endorsement
- To deploy & configure computers, client software, network interface cards and peripheral devices & troubleshoot hardware /software problems involving operating systems, workstations, network. Printing, office productivity tools and business applications namely the Email, Directory, File, Print and Portal Intra/Internet Services etc. in coordination with IT department.
- To coordinate with Vendors & ITG Internal Departments/Units to trouble shoot operating system Issues.
- Documenting & processing vendor's quotation, call memos & invoices & keeping the record up-to-date in call tracking system.
- Participates and assists in testing and installation of new products, updates or upgrades on client machines. Involvement in implementation for new projects on need basis.
- Provided assistance in proactive monitoring of ATMs ensuring 98% YTD up time by close coordination with business for installation and replacement of ATMs in PAN Peshawar Circle.
- 24/7 ATM monitoring to minimize ATM downtime & to provide best ATM availability to the customers.
- Complaints management with vendors & follow up for the timely closure of the complaints of branches.
- Focused on all other tasks of ATM Operations & ongoing ATM Projects.
- Support & guidance to branches staff with respect to ATM OPS & SBP ATM compliance.
- Close Coordination with IT security team regarding Antivirus updating/query resolving in effected machines along with implementation of latest technologies over client side machines.
- Network level authentication system implementation over client machines.
- Activation of client machines (computers) over MCB Network after following all domain protocols of the bank.
- User domain joining over MCB network along with activation of bank application on desktop.
- Troubleshooting of telecom links issue/testing with vendors.
- Hardware configuration of switches and routers .
- IPT configurations/activation on gateway with the support of VOIP team.
- Session Conduction on cyber security awareness on regional/circle offices.
- IT Service desk D management of complaints regarding concern region.

Pakistan Online Services(PKOLS)

Organization Type	IT / Software Development Company.
Designation	web developer
Location	KPK, Pakistan
Type of Experience	Part Time/project base
Tenure	jun-2016 to Date till Date
Description	

- Provide mapping requirements and software solutions.
- Provide recommendations for software developments and implementations.
- Document business requirements, gatherings and issues and updated business process flows.
- Document results of software research tools and applications.
- Execute program modifications and changes.
- Review and evaluate technical design and technical quality issues and processes.
- Coordinate and collaborate workflow processes and issues in designing, programming and testing.
- Develop highly functional qualitative modifications and system changes.
- Programming Using HTML ,CSS, PHP ,JS, Bootstrap tools

Internship:

KP IT Board Peshawar

Organization Type	IT / Software Development Company.
Designation	web developer
Location	KPK, Pakistan
Type of Experience	Fulltime
Tenure	jun-2016 to june-2016

Certificates:

MS Access Expert:

Duration	3 months
Institute	national academy of computerized office management Peshawar

CIT

Duration	2 months
Institute	National institute of design and analysis Peshawar

Skills:

- Web development in HTML, PHP, CSS, Bootstrap ,word press.
- Switch/router troubleshooting
- Effective communication
- Software/hardware troubleshooting
- Vendor Negotiation
- Solid Leadership Skills
- Office automation /windows/Emails Development
- Policy / Program Development
- Inventory management

Education:

MSc Computer science

Level Attained	Master's Degree
CGPA/percentage	74%
Institute	University Of Peshawar
Address	Peshawar, Pakistan
Session	2012 - 2015
Majors	Communication & Networks Computer Programming Data base Business Management

BSC

Level Attained	Bachelor
Division	1st
Institute	Islamia institute of computer science Peshawar affiliated with BISE Peshawar
Address	Peshawar, Pakistan
Session	2010- 2012
Majors	Computer science

FSC

Level Attained	Intermediate
Division	1st
Institute	PPC inter college Peshawar affiliated with BISE Peshawar
Address	Peshawar, Pakistan
Session	2008- 2010
Majors	Pre-Engineering

SSC

Level Attained

Division

Institute

Address

Session

Majors

Matric

1st

GHS khaglanwala District Mianwali affiliated with BISE Sargodha

Mianwali, Pakistan

2006- 2008

Science

Language:

English, Urdu , Pashto, Saraiki

Reference:

References will be provided upon request.