

Imran Riaz

IT PROFESSIONAL

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Objective

To attain a role which would enable me to utilize my skills and expertise as well as contribute to the organization's goals in turn providing an excellent opportunity for career advancement and personal growth.

Experience

Fragomen Worldwide - Dubai | Lead IT Services Specialist **Nov 2022 – Present**

- 1) Monitor and supervise IT issues for the EMEA region as they arise through ServiceNow and all other means, ensuring the IT team deals with issues in a timely manner.
- 2) Support Microsoft Windows Devices, Webex Calling, Teams, Network Printers, Lotus Notes, (Global Protect) VPN, Dual Authentication app (DUO Mobile), Intune Comp portal and mobile devices.
- 3) System administrator task in Microsoft AD, Exchange Admin Centre, Intune Admin Centre, SCCM, LAPs UI, Webex Control Hub, 1Password, Equitrac, Proofpoint, DUO Sync, Bit Locker and Domino Admin
- 4) Manage onboarding and offboarding process including internal and external transfers.
- 5) Performs record keeping functions and other asset management.
- 6) Overseeing the procuring, installation and maintenance of all IT hardware and systems within the EMEA region. Which includes Workstations, laptops, servers, switches, routers, phone systems, Lotus Notes software and databases, PBX, monitors, UPSs, structured cabling and infrastructure, alarms, and electronic door security.
- 7) Oversee all works engaged by third party IT contractors and service providers.

Fragomen Worldwide - Dubai | System Analyst **Feb 2014 - Nov 2022**

- 1) Receive inbound and outbound calls, resolving incidents and problems to provide a superior service to both internal and external, Windows and Citrix users.
- 2) Support Microsoft Windows Devices, Webex Calling, Teams, Printers, Lotus Notes, (Global Protect) VPN, Dual Authentication app (DUO Mobile), Intune Comp portal and mobile devices.
- 3) Drive Continuous Improvement by proactively identifying & highlighting issues and risks that may impact the services provided by IT Operations or other.
- 4) Manage Onboarding and Offboarding Process including Internal and External transfers.
- 5) Provide relevant feedback to technical, application and project team's developers to ensure quick incident/problem resolution.
- 6) Perform post-resolution follow-ups to help requests / incidents for Desktop/ Laptop, Lotus Notes/Outlook, Centralize Printing Solutions or Network issues.
- 7) Conduct test fixes to ensure problems have been adequately resolved.

Dubai Chamber of Commerce | IT Consultant**Nov 2009 – Jan 2014**

- 1) Understand & resolve issues relating to System Software (Right Fax, Ms Office, MS SharePoint, etc), Desktops, Laptops, and Printers.
- 2) Picking up and actively resolving tickets via HP Open View and escalate from first line.
- 3) Assist and Install conference room voice and video hardware.
- 4) Effectively use HP Open View Modules, being implemented at Dubai Chamber, for performance monitoring of all Servers, Systems, Infrastructure & Network and carrying out health checks of all IT Systems and Services of Dubai Chamber IT
- 5) Execute any other work/ responsibility assigned by the IT Operations Manager relating to the Functions/ Responsibilities of IT Operations Section
- 6) Assist with Onboarding and Offboarding Process
- 7) Administer Data entry for all time attendance and personnel transactions such as new hire, termination, leave of absence, worked closely with Human Resources and assisted them with time attendance testing, maintenance and security.

MRINetwork Worldwide - Dubai | IT Administrator**Sept. 2007 – Oct. 2009**

- 1) Responsible for Windows Server, Active Directory, creating users & rights, Sharing & managing network resources.
- 2) Monitor network performance & track problems for permanent solution.
- 3) Symantec Antivirus Server & Client Installation and Updates.
- 4) Configuring and troubleshoot wireless LAN network
- 5) Network cable structure & troubleshooting
- 6) Responsible for Installing, configuring and troubleshooting of Desktops, Servers, Printers and Scanners.
- 7) Responsible for back-up
- 8) Responsible for Biometrics Access Control System (Configuration, Reports add and block users time by time.
- 9) Responsible for managing and tracking all IT Assets.
- 10) Responsible for IT infrastructure related recommendations in terms of new technology, capacity planning and upgrades to suit and benefit the business.
- 11) Responsible for maintaining and tracking all IT support agreements with vendors.
- 12) Coordinate with vendors for support requests, scheduled maintenance and proposals & maintain an updated vendor file.
- 13) Provide basic IT training to end users as required on both hardware and applicable software
- 14) Responsible for maintaining the software licensing compliance.
- 15) Providing desktop support for all hardware and software problems reported (telephonic) documenting problems and solutions as required.
- 16) Responsible for managing and tracking all IT Assets.

Education

Virtual University, Rawalpindi, Pakistan

BSc. (Computer Science)

NUST Institute of Information Technology

Cisco NetAcad Training Cisco Network Academy System

CCNA 1 - **Networking Basics**

CCNA 2 - **Router and Routing Basics**

CCNA 3 - **Switching Basics and Intermediate Routing**

CCNA 4 - **WAN Technologies**

Microsoft Certified Professional Exam Number 070-2706 (ID # 6846180)

Installing, configuring & Administering Microsoft® Windows®

CCNA Certified Exam 640-802 (ID # CSCO11624973)

Cisco Certified Network Associate

Skills & abilities

1. Comprehensive understanding IT security, Project Management Skills.
2. Solid networking and leadership skills with the flexibility to move between 'macro' and 'hands on' tasks.
3. I possess a unique talent for delivering highly complex technical information into terms and concepts that the end users can readily grasp.
4. I am multi-task oriented, a quick Learner, enjoy challenges, and continually stay abreast of the latest advancements.
5. Outstanding interpersonal and communication skills.