

SHAHEEN NAIKPAY

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IT PROJECT MANAGER | IT TECH SUPPORT

Implementation of an automated, Transparent HR System | Professionalism |
Passionate

Result Oriented Project Manager with over 8 years of Information Technology and 5 years of management and leadership experience. Dedicated and passionate towards daily responsibilities with great technical skills, committed and hardworking nature, Point Man and spearheaded with great language skill, Consummate professional who thrives on challenges. Smart, tough, team focused, and always in control. Unparalleled commitment to excellence, ability to quickly assess situation and implement the best course of action for mission success. Pivotal leader within the advisory efforts, exceptional ambassador for the Afghanistan Security Forces and, coalition forces. Good Humor, direct manner and honest.

- Result Orientation
- Leadership
- Teamwork
- Trustworthiness & Ethics

PROFESSIONAL EXPERIENCE

DynCorp International – Kabul, Afghanistan

Lead Project Manager APPS (Afghanistan Personnel & Pay System)

2016 to 2020

Afghanistan Personnel & Pay System was initiated as part of support from International community to have a Transparent, Accountable, Efficient, Effective, Modular, Secure and Auditable HR Management system for ANDSF (Afghanistan National Defense Security Forces).

- Liaison for MOI, RSHQ, CSTC-A and International donors. Monitored project deadline and collected public opinion information on views and impact of work performed through the MOI APPS (Afghanistan Personnel & Pay System) project which contributed a lot to the success of mission and meeting the project deadline.
- Initiation, Planning, Execution, Monitoring and controlling the three main projects on police forces APPS (Afghanistan Personnel and Pay System, Personnel asset Inventory, Inherent Law) in order to have a more efficient and auditable force.
- Building and maintaining relationship with MOI leadership for smoothly implementation of projects through communication politics & influencing. Reporting the project progress to Resolute Support (RS) leadership, ensuring the problems raised during project implementation are resolved
- Set up and coordination of meetings, follow up meetings on issues identified. Employee training, development, orientation and cultural advice to RS advisers.
- Records all changes to Ministry Personnel hardware in the Asset Inventory Management System donated by Coalition Forces.
- Once a week, providing a summary of all ongoing projects in narrative form including problem areas, progress made, and upcoming scheduled events to RS leadership and immediate supervisor.

Sayed Majidi Architecture and Design – Kabul, Afghanistan

2014 to 2017

IT Support Specialist (Part-Time)

Providing IT assistance to staff and customers. Training end-users on hardware functionality and software programs. Resolving logged errors in a timely manner. Monitoring hardware, software, and system performance metrics

- Configuration, installation and troubleshooting desktops (MAC and PC), laptops, printers, plotter
- Support the IT infrastructure which includes laptops, desktops, servers, network, printers, and other Engineering related software's and equipment's.
- Maintaining the company's IT network, servers, diagnosing network problems, collecting IT usage stats and making recommendations for improving the company's IT system.
- Manage Network Security assessing security programs and decide which is best for the company, installing and managing these systems, conduct updates, create passwords and run check for viruses and spyware.
- Records all changes to user hardware in the Asset Inventory Management System.
- Administration of G-Suite.
- Train computer users, document application procedures and respond to email/phone messages for employees and agents seeking assistance.

Assist Consultants Incorporated – Kabul, Afghanistan

2015 to 2017

IT Support (Part-Time)

Providing IT assistance to staff and customers. Training end-users on hardware functionality and software programs. Resolving logged errors in a timely manner. Monitoring hardware, software, and system performance metrics

- Help out Inventory Team to keep track of PC parts that are being deployed and installed. Additional duties as assigned by the manger.
- Records all changes to user hardware in the Asset Inventory Management System
- Administration of G-Suite.
- Remotely connect and diagnose PC/hardware/Windows problems.
- Hardware troubleshooting and applying logical methods of resolution.
- Support the IT infrastructure which includes laptops, desktops, servers, network, printers, and other IT related devices.
- Maintaining the company's IT network, servers, diagnosing network problems, collecting IT usage stats and making recommendations for improving the company's IT system.
- Manage Network Security assessing security programs and decide which is best for the company, installing and managing these systems, conduct updates, create passwords and run check for viruses and spyware.
- Train computer users, document application procedures and respond to email/phone messages for employees and agents seeking assistance.

Wise Global Group (Global Technology) – Kabul, Afghanistan

2014 to 2015

IT Support / Administration Officer

Monitor and maintain the computer system and networks of an organization, installing and configuring computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person.

- Maintaining Computer Systems servers to security programs, reviewing a company's computer systems to ensure that all aspects are operating efficiently.
- Troubleshooting problems, configure hardware and software, implement back up processes and assess systems for upgrades or replacement.
- Complete System Installs and Upgrades, I was responsible for installing new systems and assessing and implementing upgrades as needed.
- Conducting consistent analyses of a company's computer systems to determine if existing components meet the company's need and perform upgrades or updates as needed.

VOLUNTEER EXPERIENCE

CodeWeekend Afghanistan – Kabul, Afghanistan

2017 to Present

Chief Operation Officer (Operation and Finance)

Manage the operations in the company, supervising, hiring and monitoring existing process & analyzing their effectiveness. Oversee daily operations of the company and the work of executives (IT, Developers, Finance etc.)

TEDxKabul – Kabul, Afghanistan

2016 to Present

Community Manager (Audience Database, IT Support)

Support the IT infrastructure which includes laptops, desktops, servers, network, printers, and other IT related devices. Assist in installation of workstations and printers on the LAN/WAN. Provide technical assistance and support for issues related to computer systems, software, and hardware

Startup Weekend Kabul – Kabul, Afghanistan

2017 to Present

Community Leader / Organizer (IT Support and Social Media)

Techstars Startup Weekend Community Leaders play a vital role in building startup culture and creating impact in their communities. They are the Organizers who make Techstars Startup Weekend happen! Working with the mentors and sponsors to better organize an event, collect attendee's info and follow up with registration, handling social media.

EDUCATION

MBA in Business and Technology Introductory Course

2020 to 2020

Quantic School of Business and Technology (Online USA)

Bachelor's Degree in Educational Psychology

2012 to 2018

Kabul University of Afghanistan

Technical Support Fundamentals (Google IT Support)

2020 to 2020

Taken 5 Months Google IT Support Course Offered by Coursera

WordPress Web Development

2014 to 2015

Cresco Solutions: Completed Word Press Training

Business Edge Training

2014 to 2015

Economic Development Committee: Leading your Team Seminar

REFERENCE

Available Upon Request