

Muhammad Zeeshan Ullah

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Objective

To be a part of an organization that offers a challenging working environment, which enables me to use and enhance my capabilities and knowledge in the field of Information Technology.

Area of Interest

- Information Technology (Desktop\System Support & Administration)

Key Skills & Strengths

- Managed the I.T Helpdesk, Provide I.T support services to End Users and Administration for clients.
- Server & Network Administration on Microsoft Platform.
- Team Leadership.
- Good Clients Relationship.
- Management & Co-ordination.

Career History

(13 Years Experience)

Mar 2012 till date

Technical Service Support Analyst, GTO

IMS Health Pakistan Pvt. Ltd.

World Leader in Market Research & Database Information
for the Healthcare Industry

- Provides Desktop Support to End Users.
- Support and Monitoring of Local Area Network & WAN Links.
- Coordinate with different IT vendors for Support & Purchasing.
- Installation & Configuration of Wireless Access Points.
- Installation, Configuration & Troubleshoot Field Force laptops.
- Support and Monitoring of CCTV Cameras.
- Installation & Configuration of Polycom Audio Conferencing System.
- Installation & Configuration of Multimedia Projectors.
- Support & Configuration of TIME TRAX Time Attendance Machines.
- IMS Software Daily Sales Report (DSR) Data Processing & Sending Data to Client Pharmaceutical Companies on daily basis.
- Product Coding and Bridging.

- QA\QC of Data before sending to clients.
- Follow ups with Distributors & Clients for required data.
- Deployment of Windows 7 OS from Win XP on all PCs & laptops.
- Coordinate and follow up with different vendors for Fiber Optic Deployment in office.
- Provide technical support of LSCM trainings in hotels when required.
- Visit to Client Pharmaceuticals Companies for installation and troubleshooting of IMS registered softwares like IMS Plus, Sales Analyzer (SA), and Pharmacy Level Data (PLD).
- Validation of Data.
- Managing the Office Documentation of I.T Department.

Jul 2007 to Mar 2012

System Administrator

Tuwairqi Steel Mills Limited, Karachi Pakistan.

A Project of Al-Tuwairqi Holding, KSA

- Lead the I.T Support Team.
- Administration & Monitoring of 150 nodes Local Area Network.
- Maintain the I.T Helpdesk System on Oracle based software.
- Provides Desktop Support to End Users.
- Administration of all servers.
- Support and Monitoring of LAN & Point to Point Wireless Links.
- Support and Monitoring of WAN Links.
- Coordinate with different IT vendors for support & Purchasing.
- Installation & Configuration of Cisco Linksys Wireless Access Points.
- Configuration of GPRS & Email Client on different cell phones.
- Support and Monitoring of IP based CCTV Cameras.
- Installation & Configuration of Polycom Video Conferencing System.
- Installation & Configuration of Multimedia Projectors.
- Support & Configuration of AMANO Time Attendance Machines.
- Provide support for Inventory Management Software based on Oracle.
- Provide Support for Weighbridge Software.
- Maintain complete documentation of I.T department.

Dec 2005 to Jul 2007

Media Supervisor Networks

National Database & Registration Authority (NADRA)

Ministry of Interior Govt. of Pakistan

- Provide Network Support to all the NSRCs in Karachi Region.
- Worked on several network equipments installed in PTCL Exchanges.
- Coordinate with PTCL & Other Service Providers for effective support.
- Support and Monitoring of WAN Links.
- Provide technical support to 250 Clients.
- Installation & Configuration of D-Link Wireless Access Points.
- Research & Development on different network softwares.
- Maintain Complete Documentation of Network Department.

May 2005 to Dec 2005

Supervisor Hardware & Technical Support
National Database & Registration Authority (NADRA)
Ministry of Interior Govt. of Pakistan

- Provides Technical Support to all the NADRA Swift Centers in Karachi region.
- Uploading of CNICs Data of Swift Centers (Interior Sindh) in the form of batches to NADRA HQ Islamabad for further processing.
- Provides Hardware & Network Support to all NADRA Swift Centers in Karachi Region.

Nov 2002 to April 2005

Data Entry Operator
National Database & Registration Authority (NADRA)
Ministry of Interior Govt. of Pakistan

- Data Entry of Individuals for CNIC on FTRC software provided by NADRA.
- Uploading of Swift Center data in the form of batches on daily basis to NADRA HQ Islamabad for processing.
- Responsible for backup of local database of Swift Center on daily basis.
- Provides Software & Network Support to all PCs in Swift Center.
- Maintain complete documentation of swift center.

Mar 2002 to Oct 2002

Sales & Customer Support Officer
Cosmos Communication (Mobilink Franchise), Karachi – Pakistan

- Selling of Mobilink Postpaid & Prepaid Connections.
- Provides technical support to customers related to cellular operator.
- Assist in official correspondence.
- Coordinate with Accounts Section regarding payments.

Jan 2000 to Feb 2000

Data Entry Operator
Jaffer Brothers (Pvt.) Ltd (NADRA Project), Karachi – Pakistan

- Data input from prescribed forms issued by NADRA.

Personality

- In pursuit of excellence.
- Adaptability to change & ability to learn quickly.
- Habit to develop effective & efficient relations with colleagues.
- Self-motivated & capable of motivating multiple teams.
- To gain strength through a promising & career oriented.

Academic Education

Graduation -2004

- **Bachelors of Arts (B.A)**
University of Karachi Pakistan

Intermediate -1999

- **Inter Science (Pre-Engineering)**
D.J Sindh. Govt. Science College

Matriculation -1997

- **Matric (Science)**
PAF Degree College Faisal

Professional Education

Diploma - 2001

- **Diploma in Information Technology**
NCR Education Center Karachi Pakistan

Trainings & Courses

- **MCSE & CCNA**
Future Technology Institute Karachi
- **Microsoft SQL Server 2000**
Bright Scope Institute Karachi
- **Microsoft ISA Server 2004**
CTTC Private Limited Karachi
- **Basic Fire Fighting & Fire Management Course (BFFFM)**
Tuwairqi Steel Mills Limited

Computer Literacy

2003)

Microsoft Operating Systems (Windows XP/Win 7/8, Win Server
Hardware, Software, Networking

Hobbies

Cricket, Music & Television & Internet Communications

Personal Information

Father's Name	:	Muhammad Wasi Ullah (Late)
Date of Birth	:	23 rd January 1980
Marital Status	:	Married
Nationality	:	Pakistani
CNIC No	:	42201-0474228-9
Domicile	:	Karachi (Sindh)
Languages	:	Urdu and English

References

Will Be Furnished On Request.