MUHAMMAD SHAHAB SHEIKH

Flat G-13, Building F-05, Barwa City
Doha, Qatar – 3000   **Email:** shahab071@yahoo.com

M: +974 6673 6741
T: +92 333 3683925

PROFILE

A self-motivated, dedicated and result oriented **IT Professional** equipped with business oriented objectives seeking opportunity in **IT Help Desk and Project Management** to improvise experience and knowledge at international platform by serving a professional organization with effectiveness and efficiency aligned with organizational objectives.

WORK EXPERIENCE

1. *IT Support Engineer*   **Qatar Civil Aviation Authority (QCAA), Qatar.**
   (June 2012 – to date)

   - Render 1st & 2nd Level IT Helpdesk support to Air Navigation Department of QCAA.
   - Manage work requests via email / phone and develop documentation for support processes.
   - Perform installations, maintenance and repair work on end user computing hardware or software to support ongoing operation.
   - Maintain hardware and software inventory with record traceability.
   - Lead a team for Monthly Preventive Maintenance of PCs, Printers and Servers.
   - Maintain Trend Micro Antivirus Server/Client for Update, Upgrade and License Management
   - Support Time & Attendance and Vehicle Parking Systems for QCAA Employees.
   - Support CCTV Surveillance System to ensure recording and retrieval at regular intervals.
   - Offer guidance to end users regarding system security and use of standard applications.

2. *Trainee Engineer*   **Pakistan International Airlines , Pakistan**
   (Oct 2006 - May 2012)

   - Provide IT Technical support to Quality Assurance Engineering Division and related sections
   - Installation and configuration for operating systems and applications on user PCs
   - Provide hardware and software technical support to users.
   - Vendor assessment and management from quality assurance perspective.
   - Maintain MS Access database for documentation and record traceability.

3. *Assistant Manager - IT*   **NED University of Engineering & Technology, Pakistan**
   (June 06 – Sept 06)

   - Collaborated with Internal Departments and External Service providers / Vendors on daily basis for timely execution of ongoing projects.
   - Led Technical Support Team of 6 members to resolve Software, Hardware and Network related complaints from Departments.
   - Produced monthly reports to track the performance of technical support team.

4. *IT Assistant-Network*   **Chief Minister Sindh Secretariat, Pakistan**
   (Nov 05 – June 06)

   - Solely Administered the network of 20 nodes executing Widows XP and utilized Windows Server 2003 for Server Administration
   - Installed and administered Active Directory, DHCP Server and DNS Server.
   - Installed and maintained software on client platforms including OS and applications.

EDUCATION

- ➤ **2009** ; Masters in Business Administration **(MBA)** with **CGPA 3.17** from Institute of Business Administration, Pakistan
- ➤ **2005** ; Bachelors of Engineering **(B.E)** in **Computer & Information Systems (CIS)** with **84.4 %** from NED University of Engineering and Technology, Pakistan

TRAINING / CERTIFICATION

- ➤ Microsoft Certified Professional (MCP)
- ➤ Cisco Certified Network Associate (CCNA)
- ➤ IRCA Lead Auditor Quality Management System ISO 9001:2000

PROFESSIONAL MEMBERSHIP

- ➤ Microsoft, USA
- ➤ Cisco, USA
- ➤ Pakistan Engineering Council (PEC), Pakistan

IT SKILLS

- ➤ **Operating Systems**
  - ✓ Windows XP / Windows 7 (1st & 2nd level Support)
  - ✓ Linux (basic knowledge)
- ➤ **Networking & Hardware**
  - ✓ PC / Laptop installation & configuration of OS, Applications & Hardware
  - ✓ Printers installation, configuration & Management
  - ✓ Remote Access Management (UVNC, MS Terminal Client, Team Viewer)
  - ✓ Basic Active Directory Administration
  - ✓ TCP/IP Addressing (Sub-netting, VLSM)
  - ✓ Network Interface Cards configuration and Network Cable Management
  - ✓ Cisco Router and Switch installation, configuration & trouble shooting
- ➤ **Applications**
  - ✓ MS Office (Word, Excel, PowerPoint)
  - ✓ MS Project & MS Visio
  - ✓ Lotus Notes & MS Outlook 2003 / 2007 / 2010

PERSONAL TRAITS

- ➤ **Communication:** Effective written correspondence and good interpersonal communication skills
- ➤ **Dedication:** Detail oriented and dedicated to assigned projects
- ➤ **Adaptability:** Willingness to accept new tasks while performing current responsibilities
- ➤ **Individual & Team Work:** Ability to function with least supervision as well as within multidisciplinary and multicultural teams

PARTICULARS

➤ Marital Status	:	Single
➤ Nationality	:	Pakistani
➤ Passport Number	:	AD5195282

LANGUAGES

➤ **URDU**	:	Native
➤ **ENGLISH**	:	Conversant (IELTS 7.5 Band)

Muhammad Shahab Sheikh
T: +92 333 3683925   **M:** +97466736741   **E:** shahab071@yahoo.com