

# Mohammed Yasir Khan

CEO and CIO at A4M Group of Companies

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## Summary

Experienced CEO and CIO with a demonstrated history of working in the information technology and services industry. Strong entrepreneurship professional skilled in Storage Area Network (SAN), Databases, Data Center, Management, and Software as a Service (SaaS).

## Experience

### **CEO and CIO at A4M Group Of Companies**

November 2015 - Present (1 year 4 months)

Dubai, United Arab Emirates

A4M Group is a UAE based corporation with multi-faceted and diversified business interests. A4M's core business interests spreads from Technology to Energy, E-Commerce to BPO, and PR to marketing. With a huge talent base, dedicated business divisions, focused and targeted project management teams- A4M is an un-disputed leader in its field.

### **CEO Job Responsibilities:**

- Takes the lead across all aspects of the company by reviewing how departments work together to reach company goals and by coming up with fresh ideas that will set the company apart from competitors.
- Determines the direction of a business by working with upper management and leading team members to create and implement strategies and goals.
- Builds a positive and productive culture in the workplace by listening to employee opinions, making adjustments, and recognizing the team's accomplishments.
- Communicates a vision for the company and take steps to make it a reality.
- Consults with investors and outside entities to decide which direction the company should go.
- Keeps up with current trends in the industry and modern business practices by reading periodicals and consulting with peers.
- Performs other decisions as necessary, such as reviewing reports, making presentations to investors and the board of directors, and examining how the company can cut expenses and increase revenue.

### **CIO Job Responsibilities:**

- Set objectives and strategies for the IT department.
- Select and implement suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Design and customize technological systems and platforms to improve customer experience
- Plan the implementation of new systems and provide guidance to IT professionals and other staff within the organization.
- Approve purchases of technological equipment and software and establish partnerships with IT providers.
- Oversee the technological infrastructure (networks and computer systems) in the organization to ensure optimal performance.
- Direct and organize IT-related projects.
- Monitor changes or advancements in technology to discover ways the company can gain competitive advantage.
- Analyze the costs, value and risks of information technology to advise management and suggest actions.

### **Founder/CEO at Tech Fabby/Fabby Call Agency**

June 2016 - Present (9 months)

Hyderabad, INDIA

Tech Fabby/Fabby Call Agency is a Group company of A4M Group.

This division is mainly focused on Call Center/ Support Center for the complete group, it is located in Hyderabad, India.

### **Job Responsibilities:**

- Provide strong, dynamic leadership that mentors, develops, and guides team members to efficiently leverage the value of every call for maximum net reservation revenue to clients.
- Responsible for development and administration of annual department budget to attain business goals with operational stability.
- Deliver results against a defined scope of work that includes measurable ROI, strategic innovation, performance reporting, and human capital development.
- Develop, implement and maintain effective internal and external Quality Assurance (QA) programs fostering continuous improvement and exceeding Service Level Agreement (SLA) performance.
- Proven experience managing metrics, ensuring customer satisfaction, and reporting statistical performance levels related to Call Center.
- Develop and maintain effective organization of responsibility, including efficient recruiting, training, coaching, recognition, workflow patterns, performance standards, delineation of duties and responsibilities, staffing levels and supervision.
- Coordinate analytic, strategic and technical resources to meet client expectations and ensure satisfaction.
- Manage and expand client and coworker relationships.
- Find and close new revenue opportunities within the existing client base.

## **Solutions Architect and Technical Manager for Middle-East at iAXCESS**

August 2012 - November 2015 (3 years 4 months)

Dubai, United Arab Emirates

iAxcess is distributor of Double-Take (HA and Disaster Recovery Software), distributor of ACRONIS (Backup & Recovery Software), NETGEAR Ready NAS (Storage), NETASQ (UTM/Firewall) & Kaspersky Security Products in the Middle-East.

### **Job Responsibilities:**

- Managing Technical Resources for Middle-East.
- Take lead architecture role in dealing with clients, program managers and IT team.
- Translate business requirements into detailed architectures and designs.
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- Document all technical requirements and design technical solutions utilizing enterprise architecture standards including documenting all solution components and configurations.
- Responsible for all pre-sales activities to assist the sales team throughout the Middle-East market. This includes solution design, licensing, positioning all the product line against competitors.
- Responsible for the Implementation of Double-Take HA/DR Projects overall Middle-East.
- Responsible for the Implementation of Acronis Projects overall Middle-East.
- Conduct technical presentations, pre-sales training, POCs, Support for the client's / reseller's Engineers in Middle-East.
- Analyze territory technical needs, goals, and objectives on an ongoing basis.
- Work closely and maintain strong working relationship with internal Sales Team, Channel and Marketing Team to ensure greater understanding of our solutions.
- Providing support to clients/resellers for deployment of all products on the customer's networks intended for high availability of data and all other network resources.
- Develop and respond to RFI's & RFP's, sales and marketing proposals for potential customers and ensure practices and goals are met for customers' technical requirements.
- One of the best team player of highly skilled support team who is providing 3rd level support to all over the Middle-East and Mentor junior team members.

**International Pre-Sales Engineer & In-House System/Network Administrator at vTECH Middle-East LLC**

November 2011 - August 2012 (10 months)

Dubai, United Arab Emirates

**Job Responsibilities:**

- Diagnose hardware and software problems, and replace defective components.
- Perform data backups and disaster recovery operations.
- Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
- Perform routine network startup and shutdown procedures, and maintain control records.
- Configure with network users about how to solve existing system problems.
- Monitor network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Train people in computer system use.
- Load computer tapes and disks, and install software and printer paper or forms.
- Maintain an inventory of parts for emergency repairs.
- Responsible for the part of pre-sales activities.
- Responsible for the Implementation of Double-Take HA/DR Projects.
- Responsible for the Implementation of NetApp SAN Storage Projects with Team.
- Responsible for the Implementation of Drobo NAS Storage.
- Arrange & provide POCs, Support & pre-sales presentations for the client's.

**System/Network Administrator at Tejase Technologies Inc.**

June 2010 - September 2011 (1 year 4 months)

**Job Responsibilities:**

- Diagnose hardware and software problems, and replace defective components.
- Perform data backups and disaster recovery operations.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
- Operate master consoles in order to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Perform routine network startup and shutdown procedures, and maintain control records.
- Design, configure, and test computer hardware, networking software and operating system software.
- Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.

- Confer with network users about how to solve existing system problems.
  - Monitor network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
  - Train people in computer system use.
  - Load computer tapes and disks, and install software and printer paper or forms.
  - Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.
  - Analyze equipment performance records in order to determine the need for repair or replacement.
  - Maintain logs related to network functions, as well as maintenance and repair records.
  - Research new technology, and implement it or recommend its implementation.
  - Maintain an inventory of parts for emergency repairs.
  - Coordinate with vendors and with company personnel in order to facilitate purchases.

## Education

Jawaharlal Nehru Technological University

B Tech – Information Technology

2006 – 2010

M S Junior College

## Board of Intermediate

2004 - 2006

MS Education Centre

Board of Secondary School Education

2003 - 2004