

HABIB ULLAH

PERFORMANCE-FOCUSED IT HELPDESK SUPPORT

CONTACT

VIC 3177
0451 418 132
hhabibi105@outlook.com

EDUCATION

- Bachelor's Degree in computer science
Newport Institute of Communication and Economics
2005

PROFESSIONAL SKILLS

- Management and Implementation of IT Projects
- Team Leadership & Mentorship
- Training & Capacity Building
- Infrastructure Management
- Compliance & Quality Assurance
- System Testing & Development
- Process Optimization
- Technical Support
- Remote Support
- Database Management
- Troubleshooting, Installation, Maintenance
- Setup and Configuration
- Client & Stakeholder Engagement
- Strategic Planning & Execution
- Continuous Improvement
- Customer Centric Solutions
- Compliance to Standards/Legislation

TECHNICAL SKILLS

- Azure Administration
- Power Shell Scripting
- Bash Scripting
- Ubuntu, Git Bash
- Virtualization VM
- Network Plus

PROFILE

A dynamic and performance-focused IT helpdesk support experienced in client-centered roles in IT settings and proficient in successful project delivery. Equipped with sharp analytical and problem-solving skills, capable of specifying the needs of an organisation with extreme accuracy and building precise and dynamic solutions. Extensive background in project management, infrastructure management, technical support, network and database management and quality assurance gained from education and years of employment within the IT industry. A hardworking, innovative and high performing professional ready for a new employment opportunity to utilise expertise and leadership skills to contribute to the organisation's growth and development.

Uber Driver | Study Cyber Security -Melbourne-VIC // Aug 2018 –Present

After arriving in Australia in 2018, I started my own business in the construction industry. I opened a construction company, "Finest Paying and Tiling Pty Ltd". I worked as a subcontractor with other big construction companies, such as Brothers and Born Forge Pty Ltd and completed over 20 projects.

As a subcontractor, I managed a group of 15-18 laborer's daily with their work, tools, materials, and invoices, and I also made sure that all work aligned with the parent company as per the project plan.

When Covid-19 hits Melbourne city in the year 2020, all the business got shutdown, including construction.

During the pandemic time, I decided to resume my IT career once again, therefore; started my learning with Microsoft cloud and learned and worked on Azure Cloud.

I have learned and improved my networking skills with CompTIA network+, where I have learned all new networking technologies, different protocols and how to make sure a smooth flow of network traffic inside any organisation.

- Office 365 suite, Exchange online, One Drive, MS Team, and Share Point
- Modern Desktop Services Linux/Windows
- Routers, Firewall configurations and troubleshooting
- Peripheral devices troubleshooting
- Problem Solving Approach
- Customer Centric Solutions

LANGUAGE SKILLS

- English / Hind / Dari / Urdu

HOBBIES AND INTERESTS

- Swimming / Walking / Music

REFEREES AVAILABLE UPON REQUEST

Now I am enrolled in the Cyber Security Bootcamp program of Monash University to learn new IT security technology to fight and strengthen IT security.

With my study I do Uber driving as well to keep control of my day-to-day expenses and as an Uber driver below are some heightened duties.

- Demonstrated ability to deal peacefully with unforeseen circumstances or delays and use advanced driving techniques to better improve time management and safety
- Assured that the vehicle is maintained in excellent condition and is cleaned regularly, and In-depth knowledge of vehicle maintenance is applied
- Drive V. I. P. to various destinations upon request, with knowledge of various cities and efficient routes
- Neat and smart appearance, customer friendly and intellectual individual with desire to exceed expectations

Royal Sports City | Own Business-Quetta-Pakistan // Feb 2015 – Present

After the minimization of my project with UNDP, I came back to my hometown. In the year 2015, I started working on a project to “say no to drugs” and motivate youth to sports, where I start building and constructing a sports complex self-funded name “Royal Sprots City”, <https://www.facebook.com/royalsportscity>.

I have served as founder and director of Royal Sport for a period of three years, during these periods I have organized more than 100 events and worked with both senior citizens and government officials' side by side to raise awareness and crackdown against bad actors who evolve in drug dealing in the area.

ICT Specialist | UNDP ANBP-DIAG Afghanistan// Sep 2009 – May 2014

Worked as an Information and Communication Technology specialist in the Ministry of Interior of Afghanistan; UNDP funded the project.

- Improved efficiency of processes through analysis of network security and current infrastructure of MOI.
- Managed projects in different areas, these included defining scope of work, monitoring milestones and fostering strong relationships with all stakeholders.
- Oversaw creative projects from end to end, while managing external contractors and vendors to ensure delivery of work in a timely manner and within budget.
- Ensured all processes were aligned between office departments through increased inter-department communication and data sharing.
- Ensured the integrity of firewall, performed network monitoring and server monitoring both on- and off-site to provide secure and effective services at all times.

- Designed and applied complex Internet and Intranet applications on multiple platforms to facilitate secured data sharing and communication.

Database Administrator | National Solidarity Program (NSP/MRRD) // Dec 2007 – Sep 2009

Worked as a database developer in the Afghan National Solidarity Program in the Ministry of Rural Rehabilitation and Development, a project founded by the world bank. Some primary assignments are listed below.

- Worked on Community Development Council (CDC) database, modify database structure, like finding of redundant fields in a database which are caused duplication of records.
- Set a schedule job for daily and weekly backup of CDC database.
- Performed database replication of regional offices to HQ office.
- Provided Support and maintenance and reports from database as per request.


IT Developer | UNDP IEC Afghanistan// March 2006 – Nov 2007

Worked as an IT developer in the Independent Election Commission of Afghanistan, a project founded by UNDP. Some primary assignments are listed below.

- Designed and configured IEC official website and published it remotely on www root <https://www.iec.org.af/prs/>
- Uploaded the new policies designed by election commissioners and the planning department to a website for public view.
- Coordinated with the resource center, civic education and management and planning departments and provided support for their applications.
- Provided and maintained the IEC database system and worked with tables, view and store procedures for database backup and recovery plan.
- Wrote complex SQL statements for designing a customised report on request.
- Designed a database in SQL Server for the pilot project of CVR (Civil Voter Registry)

Key Achievements:

- Constructed a sport facility for youth.
- Worked on import process, and successfully imported artificial grass from China to Pakistan 2 times.
- Designed new policy and define new set of rules for different levels of users in windows 2013 server active directory.

- 
- Designed a web-based application for IEC operations and connected different departments and provide end-user training.
 - Designed a multitier web application for weapon registration and licensing application, issue PVC card for license holder.