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| ccvplogo images | **MUHAMMAD ZAHID SHAIKH** | |
| **PROFILE**  Dynamic leader with proven success in managing complex end-to-end deliveries across multiple applications and providing support to infrastructure related application. Profound ability in translating business needs into technology requirements. Track record of managing delivery of the projects within the time and budgetary constraints.  Results-driven and well organized professional with a unique blend of knowledge in tracing, diagnosing and rectifying network faults. Displayed skills in investigating complex system malfunctions, isolating causes of errors due to servers, storage, network and more. Proficiency in working with team members to perform specific tasks while utilizing established IT standards and methods | |
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| **CERTIFICATION**  CCNP(Voice)  CCNA  ITIL v3  CCNA-Sec  CCSP-SNAA  CCNA Voice  CCNP Switch  MCP   |  | | --- | | **Email:**  **PERSONAL DETAILS**  [mzahidsk@gmail.com](mailto:mzahidsk@gmail.com)  **Contact:**  +971 50 6595703  +91 8433866407  **Visa Status:**  Resident Permit  **Driving License:**  UAE  **Nationality:**  Indian  **REFERECES** | | On request | | **SKILL**  **Cisco IP Telephony** Level: Expert   * Design, deploy and manage   **Video Conferencing solution**  Level: Intermediate   * Deploy, Operate and troubleshoot   **Protocols**  Level: Expert  **(MGCP, OSPF, SCCP, H323 etc.)**   * Troubleshoot   **Service Desk** Level: Intermediate   * Standards, Incident Management, Change Management, Problem Management   **Data Center**  Level: Expert   * Design, implement, manage and operate   **Technical Documentation** Level: Expert   * High Level Documentesign, Low Level Design, Documentation   **Active Directory** Level: Intermediate   * Troubleshoot | **EDUCATION**  2004-2006: MBA  Chifley Business School, Australia  1996-2000 : B.E (Telecom)  K. J. Somaiya College of Engineering, Mumbai |
| **EXPERIENCE** Cisco IP Telephony  Total experience of 14+ years  ***Abu Dhabi National Oil Company***  **Position**: Senior Engineer (Sep 2014 – June 16)  **Projects completed:**  **New HQ Building Project** ( Project value: AED 50 million) **:**   * Prepare RFQ, design, product evaluation of Audio / Visual and Cisco IP Telephony requirement * Integration of AV (Creston) and Cisco CUCM IP telephony with existing NEC Telecom system * Evaluate and deploy Digital Signage (OneLAN) , Room booking (ADDON) and CCTV solution * Evaluate the Meeting room collaboration solution for the meeting room users and integration with wireless infrastructure * Prepare High Level, Low Level Design, commission and project management * Project Management and co-ordination between the teams and project contractors   **Remote site connectivity** ( Project value: AED 3 million) **:**   * Prepare RFQ, design and deployment of remote site connectivity solution for remote sites * Identify and propose cost effective solution to meet end-user requirement * Installing, commissioning and user acceptance testing (UAT) of the final solution   **Call Center setup for HR** ( Project value: AED 0.5 million) **:**   * Design and deploy Cisco Unified Call Center Express (UCCX 9.0) infrastructure for call center requirement in HR recruitment division * Provide operational support to the Cisco Unified Call Manager and Call Centre Application (UCCX)   **Other job responsibilities:**   * Draft new end-user requirement and propose cost-effective and optimum IT solution * Supporting infrastructure related of application like Cisco IP Telephony, Audio / Video in meeting room, Video conferencing system, and Right fax services * Preparing A/V and Telecom scope of work for any upcoming site * Provide IT orientation and end-user training   ***Occidental Oil & Gas International LLC***  **Position**: Senior IT Analyst (July 2004 - Sep 2014)  **Projects completed:**  **Cisco IP telephony project** ( Project value: AED 4 million) **:**   * Design and deploy Cisco Unified Call Manager IP Telephony v10.0 for entire organisation * Integration with existing legacy Nortel Telephony system, its migration and de-commissioning   **Mobile office project** ( Project value: AED 1.5 million) **:**   * Design and implement mobile office solution * Deploy and support mobile office IT solution to remote site like Drilling RIGs, remote office   **New Data Center infrastructure** ( Project value: AED 30 million) **:**   * Design and data center built up for new office * Migration of data center to new location   **Other job responsibilities:**   * Performing all major system administration functions * Backup and restore of server data using Commvault backup solution * Implementation of Network Monitoring system using Whatsup * Maintaining and administration of Server / Network infrastructure * Providing IT Support of PCs with WIN7 for email, printing and desktop support for user base of 5000 users * Providing support for Handheld radios like GP360 and GP340 which are important in offshore communication and field operations * File, Print and Exchange Server Support * Backup and restore of all servers and Storage - NAS/SAN storage (NETAPP) * Cisco Unified Call Manager 8.6 / Unity Voicemail 8.6 Administration and support * Providing end user training and support * Support the IT team to comply with the policies of the organization * Planning and Deployment of Communication infrastructure for new RIGs to support Drilling activities   ***Doha International Airport***  **Position:** Network Engineer(April 2003 – June 2004)   * Configuration and support for Videcon (BABS) software for Departure Control System * Providing support for ATB and BTP printers used for boarding cards and tags * Network support for configuration of policies on switches * Configuration and maintaining Lotus Domino/Notes 5 Mail Server * Support IBM servers configured as Domain Controllers on win 2000 * Configuration and Management of CCTV on TCP/IP network * Maintenance and support for plasma and TFT display for Flight Information Display System   **Previous Experience**  ***Ramboll (Qatar) LLC*** Position: IT Support Engineer April 2002 – May 2003  ***Global Tele-system Ltd*** Position: System Engineer June 2001- October 2001  **CERTIFICATION**   | **Certification** | **Institution** |  |  | | --- | --- | --- | --- |   CCNP-Voice Cisco  CCNA Cisco  CCSP – SNAA Cisco  CCNA Security Cisco  CCNP Switching Exam 640-504 Cisco  MCP (win 2k server Admin) Microsoft  Certified Lotus Specialist (190-520) IBM  ITIL-Foundation ITIL  **Other details** | |

**Linkedin profile:**

<https://ae.linkedin.com/in/muhammad-zahid-shaikh-3b543a11>

**Skype id:** mzahidsk