**Professional Summary:**

As a MICROSOFT CERTIFIED IT Professional having Master Degree in Computer Science and an experienced ERP (Microsoft Dynamics NAV with LS Retail Technical Functional Consultant, System Analyst and Network Administrator with over 10 years of diverse experience in the fields of IT. I am looking for challenging position as an IT Manager / ERP System Analyst.

**Work History: (April 2008 to Till Date)**

**IT Manager / Microsoft Dynamics NAV & LS Retail Technical / Functional Consultant**

Magrudy’s Enterprises LLC, P.O Box 1155, Dubai.

* **ERP (Microsoft Dynamics NAV & LS Retail)**
  + Microsoft Dynamics NAV installation, configuration of both ( Classic & RTC) client maintenance and support
  + SQL Server 2014 installation, configuration, maintenance and performance tuning.
  + NAV Database backup and restoration ( Daily, Weekly , Monthly & Yearly)
  + Managing user rights, including logins and roles / permissions
  + Troubleshooting the Technical /Functional problems for the day to day process in Head Office & Stores
  + Physical setup and configuration of POS machine in store.
  + Configuration of LS Retail Setup
  + Complete setup and configuration for store (Tender types, declaration setup, staff etc.)
  + Setup and configuration of profile for POS ( Interface, hardware , menu and functionality)
  + Data Replication between different locations (Using LS Data Director)
  + Inventory setup ( Item division , category, product group, price group, UOM)
  + Price Management and different promotion and offer setup
  + Store Management ( End of Day Procedure, Statement acceptance )
  + Providing user training for the LS Retail POS.
  + Assisting Users in their day to day operations on LS retail from Different Location.
  + Setup & Configuration of new company in Microsoft Dynamics NAV
  + Setup and configuration of Chart of Accounts ,general ledger and audit trail setup
  + Importing data from old system to Microsoft Dynamics NAV
  + **Setup & Configuration of Financial Management**
    - Posting Group , Dimensions and Dimensions Values Setup
    - Document Approval Setup
    - Cash Management ( Receive Money from Customer , Payment to Vendor & Bank Reconciliation )
    - Receivable & Payable Setup
    - Fixed Assets Setup
    - Year End Closing Process.
  + **Setup & Configuration of Sales / Purchase Order Management**
    - Setup & Configuration of Sales / Purchase Management
    - Sales / Purchase Price Management & Discount Setup
    - Sales & Receivables setup, customer creation, customer posting groups setup
    - Purchase & Payable setup, vendor creation, vendor posting groups setup
    - Sales / Purchase Order(Partial or Full ) Shipment / Receipts & Invoicing
    - Customer / Vendor Pre-Payment Setup and Configuration
    - Requisition ( Demand) Management Setup
    - Sales / Purchase Item Charges Setup
    - Sales / Purchase Return Management
  + **Warehouse Setup & Inventory Management**
    - Inventory Management (Item availability, Adjustments)
    - Setup & Configuration of Location, Warehouse, Zone, Bin, Bin Types, Warehouse Classes
    - Receive, Put-away& Invoice Purchase Orders and Canceling posted Purchase receipts.
    - Pick, Ship & Invoice Sales Orders and Canceling posed receipts.
    - Setup & Configuration of PO / SO Cross-Docking , Bin Replenishment, Item Movement, Item Adjustment, Internal Picks, Internal Put-Away
    - Warehouse Physical Inventory Counting / Stock Take
    - Item reservation & Order Tracking setup
    - Stock movement from Warehouse to Stores (Internal Stock movement) setup
  + **Programming & Development**
    - Complete knowledge of C/SIDE & C/AL Programming Language
    - Creation and customization of Tables, Forms, and Pages, dataport , Code units.
    - Creation of different kinds of customized reports.
* **Network Infrastructure Implementation and Maintenance**
  + Planning, Designing, Documentation and implementation of LAN, WLAN and WAN.
  + Installation and Configuration of Microsoft Windows Servers and client operating systems
  + Installation and Configuration of Active Directory on Windows Server 2003, 2008 and 2012.
  + Installation and Configuration of DNS , DHCP , FTP, WSUS, IIS Web Server VPN using SonicWALL firewalls NSA 3600 & TZ 300
  + Implemented and maintained SonicWALL firewalls, HP series switches and Cisco 2600 & 800 Routers
  + Good knowledge and skills in Microsoft Office suite
  + Support & maintenance of infrastructure (Servers, Storage, Backups, Virtualization)
  + Troubleshot and maintained all networking devices and infrastructure across the enterprise including switches, routers and firewalls.
  + Reviewed logs for all networking devices for unresolved abnormalities and problems.
  + Monitored system logs for all company computers and devices to maximize uptime.
  + Maintained and monitored the server room, the wireless network and other server infrastructure.
  + Perform antivirus and maintenance routine check on servers.
  + Maintaining a daily, weekly, monthly and annual backup of the data, emails, and database available in the company.
  + Enforcing network specific company policies using group policies
  + Administration of MacAfee and ESET Antivirus Server
  + Ensure that all software runs with no output errors, no response time problems and functioning according to specifications
  + Communicated with vendors to resolve network outages and periods of reduced performance.
  + Kept up-to-date on new developments in computer and network vulnerabilities, data hiding and encryption.
  + Documented all server and network problems and other unusual events in detail.
  + Knowledge in supporting printers, configuring mobile phones, projectors, scanner and other IT peripherals.
  + Good knowledge and experience in supporting Microsoft Windows 7, Windows 8, and Windows 10 professional
  + Set up staff workstations, PC and laptops with required applications.
* **Virtualization**
  + Installation and configuration of VMware ESXi vSphere ,vCenter, client, web Client and VMware Tools
  + Configuration and maintenance of virtual infrastructure using vCenter
  + Installation and configuration of Standard and Distributed Switch
  + Installation and Configuration of Virtual Guest Machine
  + Installing vCenter as a Linux Appliance (vCSA)
  + Installing vSphere Storage Appliance ( VSA)
  + Installing OpenFiler and configuring as an iSCSI SAN and connecting vSphere 5 to OpenFiler iSCSI SAN.
  + Securing virtual infrastructure using roles, permission and Active Directory users and groups,
* **Network Infrastructure Support**
  + Discuss, design and provide best practices IT advice and guidance to management and team members at all levels, recommend and implement new technologies to improve performance in all areas.
  + Strong hardware knowledge with DELL PowerEdge, SAN devices, LTO drives, etc., experience in troubleshooting hardware issues and replacing hardware on servers, desktop and laptops.
  + Respond to all users request and provide them with adequate support
  + Perform onsite and remote technical support both Hardware / Software
  + Maintain accurate inventory and record of all hardware, software and manuals purchased by the Company
  + Maintain all users access request and authorizations (Windows, E-mail, Opera, Microsoft OS etc.)
  + Maintain licenses for all software and ensure that all systems are covered by the proper maintenance contracts
  + Configuring and troubleshooting outlook 2003 & 2007 related all problems
  + Sharing knowledge with colleagues, assist when required with technical issues and propose solutions.
  + Maintains excellent communication with top Management on all tasks
  + Comfortable working in a dynamic, highly communicative team environment.
  + Interested in complex technology, and fast learner.

**Work History (April 2005 to Feb 2008)**

**Network Administrator**

Finance Department, District Offices Complex, KDA, Kohat, Pakistan.

* + Integrating systems, network administration functions, managing system resources and tracking response time to maintain operating efficiency.
  + Initiating comprehensive network re-engineering including network infrastructure, installation and implementation and troubleshooting in a Windows 2003 and Server 2008 environment and Windows XP , Windows 7 from clients end.
  + Participating in disaster recovery testing, maintaining system documentation logs and assisting in troubleshooting and diagnosis of system problems
  + Executing email administration, backup, data recovery, and preventive maintenance in addition to routine software installation and troubleshooting functions.
  + Working with routing, switching, security designs and configurations, designing network architecture and performing connectivity troubleshooting.
  + Rendering expertise in network infrastructure & TCP/IP, network documentation, and desktop support.
  + Cooperated on network design initiatives and implementation of network solutions such as DHCP, DNS, VPN and WINS servers.
  + Investigated user problems, determined possible solutions, oversaw software, application development, installation and upgrades.
  + Executed systems administration activities, installed, configured, performed operations, maintenance of software and networked servers.
  + Conducted systems diagnostics, troubleshooting, analyzed network performance, system slowdowns and ascertained reasons for bottlenecks encountered.
  + Maintained computers, installed operating systems and programs on the computers and reassembled computer hardware devices.

**Education:**

* Master’s Degree, Computer Science from **Al-Khair University, AJK, Islamabad, Pakistan (May 2003)**

**Certifications:-**

* **Microsoft Certified (October 2007)**

Certification/diploma, Microsoft Certified System Engineer

* + Microsoft Certified Professional. (MCP)
  + Microsoft Certified System Administrator. (MCSA)
  + Microsoft Certified System Engineer. (MCSE)
  + Microsoft Certified System Administrator Messaging (MCSAM)
  + Microsoft Certified System Engineer Messaging (MCSEM)
* **CISCO Certified (March 2008)**
  + Cisco Certified Network Associate (CCNA)
* **COMSATS, Islamabad, Pakistan (July 2004)**

Certification/diploma, CISCO Certification Training

* + Cisco Router (2500 & 3600) Configuration and Administration
  + Cisco Switches ( 1900 & 2900) Configuration And Administration

**Personal Details:-**

**Driving License No** : No.3

**Citizenship** : Pakistani

**Language Proficiency** : English (Fluent), Urdu (Native), Arabic (Fair)

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