

Usama Bin Ishaq

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Summary

Highly motivated IT professional with 9+ years of experience managing complex IT projects across diverse industries including healthcare, manufacturing, FMCG, and technology. Proven ability to deliver exceptional customer service and troubleshoot technical issues efficiently. Skilled in Microsoft Azure, Active Directory, Citrix Workspace, and other core IT technologies. Eager to leverage expertise in ITIL processes and a passion for continuous learning to contribute to a growing organization.

Experience



IT Depot and Helpdesk Engineer

Unilever

Mar 2024 - Present (6 months)

IT Depot and Helpdesk Engineer | Unilever Beauty & Personal Care Factory (Rahim Yar Khan, Pakistan)

Resource Provider: Steps Ahead Private Limited (SAPL)

Key Responsibilities:

1. Provides support for software and hardware support for desktops and laptops.
2. Maintaining Assets (Laptop and desktop) inventory using AssetTrack Tool.
3. Perform Tasks installs, collect, Rolling Refresh, and changes as required.
4. Investigate and resolve users' problems or escalate them to next-level support if required.
5. Maintains a high degree of professionalism in actions, demeanor, and dress.
6. Ensures customer satisfaction throughout the service delivery transaction in the Service-Now ITIL tool by Unilever.
7. Support Microsoft Azure, Active Directory, and Citrix Workspace users.
8. Microsoft Office 365 desktop applications Support.
9. Build Laptop devices based on Microsoft Autopilot Technology base Build (Windows 11).
10. Creating and managing the tickets or Incidents in the "Service-Now" ITIL Environment for documentation of resolving user Problems.
11. Cloud Computing using Citrix workspace by Unilever.
12. Wipe End-of-life devices using the tool "Blancco" (www.blancco.com)
13. Utilize Aternity's APM (Application Performance Monitoring) and EUEM (End User Experience Monitoring) capabilities to identify and address user experience efficiency gaps (or flow disruptions) and optimize IT infrastructure for peak performance.



Business Support Center Engineer

Unilever

Oct 2019 - Feb 2024 (4 years 5 months)

IT Engineer | Unilever Beauty & Personal Care Factory (Rahim Yar Khan, Pakistan)

Resource Provider: Ntek Solutions (www.nteksolutions.net)

Managed By: Outsource International (www.intoutsource.com), Unisys (www.unisys.com)

Key Responsibilities:

1. Provides support for software and hardware support for desktops and laptops.
2. Maintaining Assets (Laptop and desktop) inventory using AssetTrack Tool by Unisys.
3. Perform Tasks installs, collect, Rolling Refresh, and changes as required.
4. Investigate and resolve users' problems or escalate them to next-level support if required.
5. Maintains a high degree of professionalism in actions, demeanor, and dress.
6. Ensures customer satisfaction throughout the service delivery transaction in the Service-Now ITIL tool by Unilever.
7. Providing support for Microsoft Azure Active Directory and Citrix Workspace users.
8. Microsoft Office 365 desktop applications Support.
9. Build Laptop devices based on Microsoft Autopilot Technology and SCCM base Build (Windows 10).
10. Creating and managing the tickets or Incidents in the "Service-Now" ITIL Environment for documentation of resolving user Problems.
11. Cloud Computing using Citrix workspace by Unilever.
12. Wipe End-of-life devices using the tool "Blancco" (www.blancco.com)
13. Providing IT Chat / Remote Support to Remote users using the tool "LogMeIn Rescue" or "MS. Teams".
14. Utilize Aternity's APM (Application Performance Monitoring) and EUEM (End User Experience Monitoring) capabilities to identify and address user experience efficiency gaps (or flow disruptions) and optimize IT infrastructure for peak performance.



IT Coordinator

The Indus Hospital

Mar 2016 - Oct 2019 (3 years 8 months)

1. Managed Enterprise Resource Planning (ERP)/Hospital Management Information System (HMIS): Administered core hospital software, ensuring smooth operation and data integrity.
2. End-User Support:
Resolved technical complaints within the HMIS Complaint Management system, providing efficient solutions to staff.
3. Technical Expertise:
Troubleshooted and rectified technical issues related to ERP/HMIS and Oracle databases, utilizing PL/SQL for complex problem-solving.
4. Knowledge Transfer:
Delivered training sessions for new and existing staff, empowering them with essential HMIS skills.
5. Data-Driven Reporting:
Compiled and presented monthly Statistical Volume Reports for the TIH-AGH Campus, providing valuable insights for informed decision-making.
6. User Account Management:
Created and configured ERP/HMIS and organizational email accounts for new users, ensuring secure access.
7. System Implementation:
Spearheaded the initiation and integration of new modules within the HMIS, enhancing functionality and workflow.
8. Teamwork & Collaboration:
Closely coordinated with the IT team across various campuses to facilitate efficient problem resolution.
9. Task Management:

Effectively execute all assigned tasks by supervisors and department heads, demonstrating strong organizational skills.

10. System Administration:

Ensured the seamless operation of all software and data flow within designated system areas.

11. Office 365 Management:

Administered Office 365 accounts, encompassing user creation, permission management, and password resets.



Key Punch Operator - KPO

Reckitt

Jan 2015 - Mar 2016 (1 year 3 months)

Company: Saad & Brothers RYK (Distributor for Reckitt Benckiser Group PLC)

Title: Computer Operator (or ERP System Specialist)

Description:

1. Managed and maintained network infrastructure for the smooth operation of Sidat Hyder ERP within Reckitt Benckiser Group PLC.
2. Provided IT desktop support to end-users, ensuring efficient resolution of technical issues.
3. Utilized Sidat Hyder ERP to effectively manage inventory and ensure accurate data for all products.
4. Generated and processed invoices for product consumption bills, maintaining financial accuracy.



Trade marketing Officer (TMO)

CCL Pharmaceuticals

Jun 2014 - Dec 2014 (7 months)

1. Develop and implement trade marketing plans to drive sales of Pulmonol Lozenges, Pulmonol Syrup, Ezifiber, Kidsvits, Once a Day, and Pulmonat.
2. Build and maintain strong relationships with retailers, wholesalers, and distributors across Rahim Yar Khan, Sadiqabad, and Khanpur.
3. Analyze market trends and competitor activity to identify opportunities for product placement and promotion.
4. Develop and distribute marketing materials such as presentations, brochures, and point-of-sale displays tailored for retailers.
5. Manage trade promotions, discounts, and loyalty programs to incentivize retailers to stock and promote our products.
6. Monitor and track sales performance and adjust strategies as needed.
7. Prepare reports on marketing activities and their impact on sales.

Education



University of South Asia

Bachelor of Science (BS), Computer Science

2012 - 2016

BS Honors (4 years) in Computer Science

Specialization in Software Engineering



PBTE Lahore

DAE, ELECTRONICS

2008 - 2011



Unilever Golf - Jabel Ali - Dubai

BSC Engineer Training (5 Days), Information Technology

2019 - 2019

5 Days Business Support Center (BSC) Engineer training at Unilever Golf - Jabel Ali - Dubai - UAE

Licenses & Certifications



AWS Cloud Practitioner Essentials (Second Edition) - Amazon Web Services (AWS)



NSE 1 - Network Security Associate - FORTINET

Issued Apr 2020 - Expires Apr 2022

aiC05Mc7Mb



NSE 2 - Network Security Associate - Fortinet NSE Institute

Issued Apr 2020 - Expires Apr 2022

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NSE 3 - FortiSOAR - Fortinet NSE Institute

Issued Apr 2020 - Expires Apr 2022



SEO (SEARCH ENGINE OPTIMIZATION) - Virtual University of Pakistan

F5DU6DPPQ



FREELANCING - Virtual University of Pakistan

GETB43RPQ



Mobile App Development (Android & IOS) - e-Rozgaar Program - Punjab IT Board



NAKIVO Sales Professional Training - NAKIVO

Issued Sep 2023 - Expires Sep 2024

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NAKIVO Technical Professional Training - NAKIVO

Issued Sep 2023 - Expires Sep 2024

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Skills

ITIL · Windows · ITIL Process Implementation · Microsoft Endpoint support · Zscaler · Windows 11 ·
IT Asset Management · Microsoft Intune · Zscaler Zero Trust Exchange · BMC Remedy User · pulse
secure