

Muhammad Shahid Munir – Program Manager

Mobile: +92 321 6358 220

E-mail: shahidvirgoen@yahoo.com

Present Address: Flat No.06, Al Jannat Plaza Sector
G-8 Markez, Islamabad, Pakistan



Career Summary:

- Over 10 years proven experience of IT Governance / Project Management.
- Project Management particularly IT Operations and DC Operations.
- Proven experience of Planning, Designing and Implementation of Projects / Standards etc.
- Excellent Communication skills.

EXPERIENCE

CISCO Systems Inc – Program Manager (JUNE 2013 to date)

- Responsible for project Planning, Designing and Implementation.
- Responsible for Research and Development for customer requirement.
- Responsible for IT Service Management services including Workshops, Assessments, Service Improvement Programs, SLA, SOP, KPI, OLA etc.
- Interact with client's IT C-Level management to define and compliance project agreements.
- Responsible for designing solutions by mapping customer business problems to reusable end-to-end process, and process-combined-with-technology, solutions.
- Ability to engage in IT and business executive discussions related to availability, agility, business value, digital transformation, costs, security management, disaster recovery, and the value of process in an enterprise environment.
- Responsible for Implementation of Industry Process / Standards including ISO 20000, 27001, TIA, PCI, NIST etc.
- Proactively monitoring the project deployment phases with proper reporting to higher management.
- Responsible for complete Compliance Process.

Pak Arab Oil Refinery – IT Support Engineer (Services) (MAY 2012 – JUNE 2013)

- Ensure that proactive monitoring of all IT deployments across the Parco IT Corporate network is carried out in an efficient way, so as to minimize incidents and provide maximum availability of systems and applications to the business.
- Responsible for the provision of IT infrastructure services including desktop applications, Local area networks, IT security and telecommunications.
- Working with senior management to propose, agree and deliver IT service to defined Service Level Agreements.
- Reduce IT operational risks to an acceptable level by identifying and classifying risks, defining and implementing mitigation actions that have support from IT Infrastructure Management and IT Strategy & IT Architecture. Monitor progress of mitigation actions taking corrective measures where required.
- Drive industry best practice standards with the aim to continuously improve planning and managing of security operational budget so that all activities are carried out maximize productivity and enable cost efficiency.



Fatima Group of Industries – Assistant Network Administrator (Oct 2010 – MAY 2012)

- Perform server installation, window installation, domain migration and other software packages
- Perform tasks including resolve troubleshooting, user support, file sharing, printer sharing
- Outlook configuration
- Perform IT hardware and software maintenance procedures
- Perform data Center operations network systems operation

PROJECTS

Mobilis – ISE Deployment using Cisco Advance Services

- Consolidate Identity management solutions into a new ISE solution,
- Secure wireless access in HQ (corporate and guest access),
- Differentiation of services based on device type, user identity, and access method,
- Securing wired, wireless network while providing guest access,
- Managing employee-provided devices (e.g., iPads),
- Ensuring endpoint health or posture,
- Consolidate current NAC wireless and remote access solution

MainFirst Bank AG Frankfurt Main Germany – Cisco Advance Services using IPS/IDS, FPR

- VLAN assignment and basic access restriction (DACL) for wired MAB devices.
- VLAN assignment based on user identity (wired access).
- Policy assignment (Group Policy) for VPN users.

Martindale Pharma – UK – Stealthwatch

- Providing sponsored wireless guest access to visitors.
- Interface with Microsoft Active Directory to provide authentication for Anyconnect VPN access.

Skyline Advanced Technology Services – America – Ironport Cloud Security System

- Profiling for visibility or inventory management (differentiation of services based on device type)
- Differentiation of service based on user identity
- Securing wireless network

Communication & Security i Malardalen – Sweden – ISE Base Deployment

- Profiling for visibility (differentiation of services based on device type) for Wireless
- Differentiation of service based on user identity and Device type for Wireless
- Securing wireless network and providing guest access

Sourcefire – Worldwide - Presales Support

Providing pre-sales support on new and Renewal purchases for the following Sourcefire products and solutions

- Technical query
- Product Information
- BOM
- Proof-of-Concept (PoC)
- Demo
- Installation
- Troubleshooting

Project Fusion – Telenor Pakistan – All Security Upgradation

- Planning, Designing and Implementation of Security deployments.
- Preparing HLD, LLD, MLD BOM, BOQ and other related documents with collaboration of Vendor
- Defining the Security Thread Model by using Ransomware Defense System.
- Provide Training to internal users for upcoming security model.

SKILLS

- SLA, KPI, SOP, OLA Management
- Capex, Opex Planning
- Technical and sales support management
- Project Management
- Risk and Compliance Management
- IT Training Expert
- Planning and Development
- Business Research
- Reporting
- Vendor Relationship
- IT Audit

EDUCATION

2006 to 2010 B.Sc. Computer Systems Engineering
Bahauddin Zakariya University, Multan, Pakistan

2004 to 2006 F.Sc (Pre Engineering)
Board of Intermediate & Secondary Education, Multan, Pakistan

2002 to 2004 Matriculation
Board of Intermediate & Secondary Education, Multan, Pakistan

CERTIFICATION

- Cisco Certified Network Associate (CCNA)

PERSONAL INFO

Current Address	Flat No 06, Al Jannat Plaza, Sector G-8 Markez, Islamabad
Permanent Address	House 103-D New Shah Shamas Colony, Mumtazabad Multan.
Father's Name	Dr. Muhammad Munir
Date of Birth	10-01-1990
Place of Birth	Multan
Nationality	Pakistani
CNIC No.	36302-4544593-3
Passport No.	BN0725931
Gender	Male
E-mail	shahidvirgoen@yahoo.com muhmunir@cisco.com