



Saqib Bin Sadiq

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HIGHLIGHTS

- An Experienced detail-oriented Systems Engineer with strong problem solving and project Management Skills.
- Extensive experience of troubleshooting, installation & configuration of Systems and Networks.
- Hands-on expertise on Microsoft & Mac OS Products.
- Develop exceptional relationships with co-workers, management and end users.
- Implementation of QMS System ISO 9001-2015.
- An Experienced detail-oriented Systems Engineer with strong problem solving and project Management Skills.
- Ability to communicate technical language in easily understandable terms.

PROFESSIONAL EXPERIENCE

Working as a **Asst-Manager IT & Administration** at **Saybolt Pakistan Ltd.** from **January 2015 to till date.**

Job responsibility:

- Giving support to 40 clients on various platform such as Windows & Mac OS.
- Maintaining the connectivity of VPN on windows for remote branches.
- Successfully resolved all complaints related to interactive problems of MS Outlook and MS Exchange Server.
- Successfully implemented IT Policies as per the standards of Saybolt Intl.
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Managing and maintain backup servers and domain users.
- Maintenance of user's accounts, making backup of user's data.
- Maintaining & Troubleshooting Domino environment, performing regular updates/patches in order to keep the communication system up and running.
- Full fill the requirements related to computer hardware and software.

- Managing Hosting Servers & Email services.
- Implementation of QMS System ISO 9001-2015.
- Developing, lead and execute purchasing matters.
- Monitor and forecast upcoming levels of demands.
- Developing and implementing security policies, protocol and procedures
- Attend meeting with other HODs to determine operational needs
- Assist the Traveling officer regarding domestic & international bookings & visa processing.
- Raise work orders regarding repairing/ replacement of works in Head Office, Office Block, Engineering Block and Canteens.
- Raised the Purchase Requisition regarding uniform for Janitorial, Peons & Security staff.
- Directly Report to the CEO

Worked as a **Senior Support Engineer** at **I Puri Terminal Ltd.** from **March 2009 to December 2014**

Job responsibility:

- Define, develop and implementing IT infrastructure strategies.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Responsible for complete oversight and monitoring of all software /applications development, deploying and post implementation management.
- Ensuring data integrity, storage and backup.
- Liaison with different vendors and authorities in relation for support issues and various other updates.
- Manage Active Directory Users Creation, change, and delete as per request.
- Talk staff or client through a series of actions, either face-to face or over the phone to resolve issues.
- Evaluate and test new technologies.
- Arranged the duties of Outdoor, Canteen, and Janitorial & Security staff.
- Maintenance of Office Fleet, Supervised the Reception Desk & Document Controlling.
- talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.

Worked as **I.T Technician & Customer Services Executive** at **Claims Helpline Centre, U.K** since **January 2006 to January 2009**

Job responsibility:

- I was responsible to give support to clients on Windows Platform.
- Upgrade and configure system software as per project or operational needs.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting for the system healthiness and availabilities
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Perform LAN support functions such as optimization of environment, network security, implementing policies regarding system protection, user management through active directory and server backups
- Provided support to customers related to Claims and Mortgages.
- Provided support to different branches.
- Resolved all Computers & Printers hardware related Problems, system Assembling, Installation & troubleshooting of computer & peripherals.
- Installing & maintenance of network printer.
- Installation of Microsoft Windows 9x, NT, 2000, XP. Application Packages Microsoft Office, etc.
- Installation of Devices like Scanners, Printers, ISA, PCI & PC Cards & Built in Device

EDUCATION & TRAINING DETAILS

Academic:

Masters in Computer Sciences (MSC) from U.K

Diploma:

- 1-Year Diploma in Computer Sciences (DCS) from U.K
- 1-Year Diploma in Networking Technologies (DNT) from Pakistan.

Trainings:

- MS Exchange Server- 2010, 2012.
- MS Windows Server 2008 R2 Server Administrator.
- Behaviour based Safety Training.
- HABC L-2 International Award in Emergency First Aid at Work

ACHIEVEMENTS

- “Best Performance” for the Course of Updating **Windows NT To Windows 2000** And Implementing **Microsoft Exchange 2000** And Implementing **Microsoft Small Business Server**.
- Certificate for the Excellent Effort for the Microsoft Channel Training Providing Network System Support during “**Microsoft Share Point Portal Server**” training.

PERSONAL INFORMATION

MARTIAL STATUS:	Married
NATIONALITY:	Pakistani
Driving License:	Full clean U.K & Pakistan

REFERENCE:

Reference will be furnished on request.