

Mati Ullah

A Dynamic IT and Project Coordination Professional

Email: matiullah1@gmail.com

Contact No: +971-055-9203392

D.O.B: 2nd April 1986

Linked In: <https://ae.linkedin.com/in/matiullahkbt>

Address: Al Falah Road, Abu Dhabi.



Why **Mati Ullah**?

- ❖ An accomplished IT Administrator/Project Coordination professional with a career chronicled by rapid promotions at an industry leader who takes pride in being the leader Abu Dhabi Airports, Emaar Group and Al Futtaim in providing state of the art customer services to its clientele in a high tech environment to make their stay as pleasant as possible with a history of innovations in terms of provision of products and services for their valued guests
- ❖ A proficient individuals who has the capability and talents of interacting with VIPs with ease to assist them in their queries pertaining to IT and perform troubleshooting of their problems smoothly providing exceptional IT services to them in a timely and efficient manner
- ❖ Extensive experience in taking backups of the installing systems, scanners, printers and servers to be used in case of system or server crashed
- ❖ Remarkable knowledge and expertise in Project Coordination, POS Application/Devices administration, Client/Customer support, Vista, Embed, Kids Box and APT applications, dealing with the gaming technologies and proficiently looking after all the aspects to provide a memorable experience to the guests
- ❖ Outstanding leadership traits with abilities to coordinate and direct IT colleagues to effectively troubleshoot mundane IT problems

CORE STRENGTHS AND ENABLING SKILLS

- | | | |
|----------------------------|---------------------------|------------------------------------------|
| ❖ Project management | ❖ Client Coordination | ❖ System/Server administration |
| ❖ Application Support | ❖ POS Hardware And | ❖ Retail IT Application/ Devices Support |
| ❖ Airport hardware support | Application Support | ❖ Client/Customer support |
| ❖ IT Technical Support | ❖ Production Coordination | |
| ❖ IT Service Desk | ❖ Network administration | |

PROFESSIONAL EXPERIENCE

Abu Dhabi Airports, UAE

Working as "Senior IT Technical Engineer Operations", Aug 2015 – To Now



- ❖ Analyze reported incidents and provide solutions to our customers enabling them to resume their work with a minimum disruption and within the agreed service level objectives, KPIs and targets set.
- ❖ Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- ❖ Coordinate with service providers to ensure both the quick resolution of incidents and problems and the smooth running of our departmental and global operations.
- ❖ Working as Field support engineer and Service desk for All ADAC Terminals and all airports support client like Etihad, GAL, P&D etc.
- ❖ Provides backup support and assistance to the Network Administrator as needed
- ❖ Familiarize end users on basic software, hardware and peripheral device operation
- ❖ Take ownership and responsibility of queries, issues and problems assigned to the Desktop Support Administrator
- ❖ Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible
- ❖ Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
- ❖ Develop trends by monitoring and analyzing incoming calls, problems and support requests
- ❖ Maintain adequate knowledge of operating systems and application software used to provide a high level of support
- ❖ Client support and technical issue resolution via E-Mail, phone and other electronic medium.
- ❖ Active Directory Support for the client.
- ❖ User account creation, deletion and modification.
- ❖ Provide training to clients in the use of system and applications as related to Internet.
- ❖ Obtain and provide general understanding of applications related to company offered services.
- ❖ Identify and correct or advise, on operational issues in client computer systems.

Wipro Limited, Dubai, UAE

A manpower provider company to **Al-Futtaim Carillion LLC, Dubai, UAE**

Working as "ICT Support Engineer", March 2015 – To Aug 2015

**Responsibilities/Accomplishments:**

- ❖ Assisting and supporting Project Manager in their daily duties ensuring that relevant management information is captured and analyzed for taking appropriate and accurate decisions
- ❖ Providing project support to senior Project Managers by reviewing efficiency and effectiveness of service delivery
- ❖ Effectively handling IT team to support the company's clients through provision of support on technical issue resolution via E-mail, phone and other electronic media, also provided Active Directory Support to the clients
- ❖ Possessing expertise in identifying, analyzing, prioritizing and mitigating project risks through proper communication
- ❖ Actively assisting Contract Manager by developing operating procedures, writing up documentation for safety procedures
- ❖ Interacting with the Project Manager regularly to report on project status and progress, resolving any financial queries
- ❖ Efficiently coordinating projects from inception to completion
- ❖ Responsible for developing training and briefing material for staff, keeping in close contact with key project members and decision makers
- ❖ Assisted the management in interpreting performance data and translating it into practical improvements. Providing backup support and assistance to the Network Administrator when needed
- ❖ Proficiently familiarizing end users with basic software, hardware and peripheral device operation, ensuring general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
- ❖ Developing trends by monitoring and analyzing incoming calls, problems and support requests
- ❖ Maintaining adequate knowledge of operating systems and application software used to provide a high level of support

Wipro Limited, Dubai, UAE

A manpower provider company to **Emaar Properties PJSC (Burj Khalifah/Dubai Mall), Dubai, UAE**

Working as "Senior Support Engineer IT Operations/Projects", August 2012 – February 2015

**Responsibilities/Accomplishments**

- ❖ Leading the IT team to effectively troubleshoot and address VIP/Critical calls/incidents and complaints pertaining to IT services
- ❖ Managing the entire shift for the IT department and coordinating with related teams for smooth running of the operations, looking after various servers like Bio server, backup server, checking servers for any issue and dealing with vendors
- ❖ Creating and modifying the user list in Vista, embed, and Kid box applications, uploading movie key arts and arts works in the Info player and Sign Players
- ❖ Troubleshooting and reconfiguring the Vista POS and Ticketing Kiosk, creating card product and retail product buttons and product templates in the Embed ECS application, Assign staff swipe cards in Embed and Vista applications also managing APT players and Vista LEDS
- ❖ Administering Storage/data backups, creating new games in different segments and supporting the reload stations, monitoring the Symantec backup and changing the backup tape in daily remedy
- ❖ Responsible for reimaging from the backup and configuring connection to the server, modifying the polling server and card Prefixes in Embed
- ❖ An expert in installing and configuring the Zebra boarding pass ticketing printer and RFID scanners, installing and troubleshooting the Barcode scanner, Receipt printers and cash drawers, remote supporting through Dame ware application
- ❖ Handling help desk support/desktop, troubleshooting with PC hardware, start up, networking problems, formatting, loading Operating Systems Software and SQL Server 2000 installations

Sacrosys Technologies, Dubai, UAE

Worked as "IT Support Engineer", December 2009 - August 2012

Responsibilities/Accomplishments

- ❖ Efficiently handled on-site / Off-site hardware and software technical support
- ❖ Responsible for installation and maintenance of Server and desktop type PC's from scratch, providing customized hardware solutions and up gradation, performed backup of all files to be stored for future use, installed and maintained LAN / WAN connections
- ❖ Hands on experience in troubleshooting and repaired POS Devices Desktop / Server type PC, Anti-Virus software and outer related software in desktop PC
- ❖ Proficient at installing switch / hub, structured network cabling cat5e and terminated end to end rj45 connectors
- ❖ A thorough professional with extraordinary expertise in troubleshooting mail client outlook express, Microsoft outlook configuration and managed wireless access points, router, switches, DSL Routers, Windows antivirus updates and removal
- ❖ Carried out computer and network installation and maintenance of laptops, POS (Point of Sales) System installation, maintenance & configuration with utmost ease and efficiency

- ❖ Repaired and installed CCTV Cameras, DVRs, attendance machine and managed installing ERP like QuickBooks, Tally, and SQL Server and Other Visual basic and Dot Net applications with minimal supervision and no difficulty at all

PROFESSIONAL QUALIFICATION

- ❖ **University of Peshawar, 2008**
MSc (Computer Science)

- ❖ **University of Peshawar, 2006**
BSc (Computer Science)

Professional Certifications

- ❖ MCSE (Microsoft Certified System Engineer)
- ❖ CCNA (Cisco Certified Network Associate)

Personal Profile

Visa status	Employment Visa
Passport Number	BU2740352
Marital Status:	Married
Languages Spoken	English, Urdu, Arabic(Good)
Country	Pakistan
Driving license	Light Vehicle UAE

..