



Saeed Ahmad Khan

Date of birth: 20/7/1974

Nationality: Pakistani

CONTACT



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WORK EXPERIENCE

25/12/2020 – CURRENT Alain- Abu Dhabi, United Arab Emirates

IT Support Engineer and CCTV Installer and Fixing Technician DIGITAL LINKS SAFETY AND SECURITY SYSTEMS

- Consulting with IT managers and other departments.
- Providing IT assistance to staff and customers.
- Training end-users on hardware functionality and software programs.
- Resolving logged errors in a timely manner.
- Monitoring hardware, software, and system performance metrics.
- Updating computer software. as well as upgrading hardware and systems.
- Maintaining databases and ensuring system security.
- Documenting processes and performing diagnostic tests.
- Keeping track of technological advancements and trends in IT support.

8/4/2014 – 5/5/2018 Alain- Abu Dhabi, United Arab Emirates

IT Manager Entraco Contracting Company L.L.C.

My last job was as an **IT Manager** in Entraco for Trading & Contracting Company for the last about four years. This company has head office in Al-Ain, and branches in Sharjah, Abu Dhabi & Western Region. I was responsible for handling all IT-related issues of the company. I was giving support to our five remote locations. Day-to-day users' problems, email accounts, Network printing, Server setup, Windows 2008 R2 support, Kerio email server, ESET Antivirus, etc. During my last job at Entraco Contracting Company as an IT manager, my company has assigned me multiple tasks during my job as administration, sales, purchase, and accounts departments. But I have a total of more than 13 years of working experience in Server Installation, LAN Setup, NAS, DAS, SAN Setup, Tape libraries, and Tape backup devices, and in my whole experience I have installed more than 300 servers' machines, Blade Server, SANs, NAS, DAS & many pcs and laptops, etc.

16/12/2013 – 1/4/2014 Lahore, Pakistan

Resident Engineer ZONG (China Mobile Company)

I worked as a Resident Engineer in ZONG (China Mobile Company) on the payroll of Jaffer Brothers (Pvt.) Limited. It is a contract-based job all over Pakistan. My job placement is in the Regional Office in Lahore. I am responsible for giving to end users on different applications i.e. CRM, BOSS, etc. There are more than five hundred users in the regional office.

1/4/2011 – 4/5/2012 Lahore, Pakistan

Dell Certified Server Support Engineer BCI Communication (Pvt.) Limited.

I worked in BCI as a Dell Certified Server Support Engineer. I was responsible to give support our major client UBL (United Bank Limited). My job placement was in UBL IT Centre Lahore. Where we have to look after for 102 server machines that were installed in the bank's different branches in different locations throughout Punjab.

1/1/2010 – 31/3/2011 Lahore, Pakistan

Manager IT Interflow Communication (Pvt.) Ltd.

My job was as a Manager IT in Interflow Communication (Pvt.) Limited. My job responsibilities are user administration (setup and maintaining accounts). Maintaining system. Verify that peripherals are working properly. Quickly arrange repair for hardware in occasion of hardware



failure. Monitor system performance. Create file systems, Install the software, and Create a backup and recovery policy. Monitor network communication. Update the system as soon as a new version of OS (Linux, Mac) and application software comes out. Implement the policies for the use of the computer system and network. Set up security policies for users. A sysadmin must have a strong grasp of computer security (e.g. firewalls and intrusion detection systems).

1/4/2008 – 31/12/2009 Lahore, Pakistan

Assistant Manager Enterprise Support Mega plus Pakistan.

My job was in Mega Plus Pakistan as Assistant Manager of Enterprise Support. Mega Plus Pakistan is the authorized distributor of DELL International Corporation. Megaplust Pakistan working computer business for the last 12 years. We deal with all kinds of Dell Systems, Server machines, Notebooks, and storage devices of EMC.

Key duties in Mega plus Pakistan.

My job responsibilities were giving support to our corporate clients. I was working in the Enterprise Department as Assistant Manager of Enterprise Support. I was responsible for deploying SAN, DAS, and NAS solutions. Installation of EMC SAN, 310, 320, 340, & 380. And Dell Blade Servers Power Edge M1000e. M600. Dell TL 4000, TL 2000 Tape backup Soft wares i.e. Symantec Backup Exec 12d, VERITAS. Especially remote backup over the network.

2/5/2007 – 12/3/2008 Lahore, Pakistan

OSS Engineer (Onsite Support Engineer) Hewlett- Packard Development Company. (HP)

My job was with HP on a contract basis in the Lahore Ericsson Office a client of HP worldwide as an "OSS Engineer (Onsite Support Engineer)." My Job responsibilities were giving support to the end user. There were two offices in Lahore to whom we had to give support. There were more than 350 users in both these offices

Key duties in HP Corporation:

All machines were Hp Notebooks, Hp ProLiant DL 380 Server, and Hp Storage Works SSL 1016 tape autoloader in Ericsson Office. So we have to support all these machines. I have to support end users regarding ESOE Installation, RVI (RACOM via Internet) client, Verdi, Auto CAD 2008, & many more applications.

15/5/2006 – 8/2/2007 Lahore, Pakistan

Assistant Manager Networks Naveena Exports (Pvt.) LTD.

My job was in Naveena Exports (Pvt.) LTD. I worked there as an "Assistant Manager of Networks". I was responsible for handling a Network of about 70 computers. I was giving complete hardware/software support to end-user clients.

Key duties in Naveena Exports (Pvt.) Ltd.

My responsibility was taking backups of the servers, end-user problems, latest Virus removal tools, new applications, Network Monitoring, and Network utilization. Day-to-day end-user problems. Giving all hardware/software support to end users i.e. network printing, email backups, etc.

17/2/2005 – 12/5/2006 Lahore, Pakistan

Senior Systems Engineer ABM Info Tech (Pvt.) LTD.

I worked as a "Senior Systems Engineer" in ABM Info Tech (Pvt.) Limited since 17th Feb. 2005 to 12th May 2006. My job responsibility was supporting corporate clients. I worked at a senior level. ABM Info Tech (Pvt.) LTD. is a business partner of IBM International Corporation.

Key duties in ABM Info Tech (Pvt.) Ltd.

Project analysis and design according to the client's needs and requirements. Research and development of the networking system and equipment selection. Installation, management, and troubleshooting of the RAID.

Installation & configurations of IBM's Server machines. Responsible for installing Windows 2000 & Windows 2003. Data Centre / Advance Server / Server Operating system and configuration of relevant services and different daemons. Troubleshoot complex installation and configuration issues for corporate and associate clients.



1/4/2000 – 17/2/2005 Lahore, Pakistan

Customer service representative Jaffer Brothers (Pvt.) Ltd.

Jaffer Brothers (Pvt.) Ltd. has been the largest IT solution company in Pakistan for the last 54 years. The company is dealing the corporate projects including private and Government sectors. Jaffer Business System is now part of the HP family and is marketing the HP line of products throughout Pakistan. Jaffer Brothers (Pvt.) Ltd. is the ASP (Authorized Service Provider) of Hewlett-Packard Development Company. I started my career here as a "Customer Service Engineer" from 1st April to 17th Feb 2005. I have completed about 12 LAN projects during my job in JBL.
Key duties in Jaffer Brothers (Pvt.) Ltd.

Project analysis and design according to the client's needs and requirements. Provide total Installation and configuration solutions of Compaq ProLiant ML series ML 150, ML 330, ML 350, ML 370, ML 350 G2, ML 370 G3, ML 530. Installation, management, and troubleshooting of the RAID, HP, and Compaq different series servers. Troubleshoot complex installation and configuration issues for corporate and associate clients. Deal with all kinds of warranty-related issues. Client support and project documentation. All kinds of DLT, Tape Drives support & troubleshooting.

EDUCATION AND TRAINING

1/9/1996 – 31/12/1998 Lahore, Pakistan

Graduation University Of Punjab

Website <http://www.pu.edu.pu>

Pakistan

MCSE Microsoft

Website www.microsoft.com

Pakistan

HP Systems , Laptops , Desktops , Servers Hands On Training Hp

Website www.hp.com

Pakistan

Dell Computers, Laptops, Desktops, Servers, EMC Storages Dell

Website www.dell.com

Pakistan

ENGRO chemicals Training Program ENGRO chemicals

Website www.engropk.com

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu | Panjabi | Pashto

Other language(s):

English

Listening B2

Reading B1

Writing A2

Spoken production B1

Spoken interaction B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office | Microsoft Word



ADDITIONAL INFORMATION

Organisational skills

PROFESSIONAL CAREER SKILLS

1. SERVER SETUP: Any type of server machine for DELL, HP, IBM, ACER, COMPAQ
2. SAN SETUP: EMC Storages. EMC CX 3-10, CX3-20, CX3-40, CX3-80
3. NAS SETUP: DELL NX 1950
4. DAS SETUP: Dell PV -MD1000 & PV-MD3000i
5. BLADE SERVER: DELL - M1000e, M600
6. TAPE BACKUP UNITS: TL 2000, TL 4000
7. RAID GROUPS: RAID 0, RAID 1, RAID 5, RAID 6, RAID 1+5, RAID 5+0, RAID 1+0
8. CCTVs: Any type of CCTV Cameras Installation.
9. Network (LAN Projects): I have completed more than 12 Networks LAN Projects
10. Also, I have knowledge of VM-Ware, Symantec Backup Exec12d, VERITAS, Remote backup