



Abdul Mutaal Siddiqui

IT Administrator and Systems Support

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Personal Details:

Date of Birth: 22nd Aug 1994

Place of Birth: Karachi, Pakistan

Male - Single

I am experienced IT Systems Support & Administrations with over 9 years of experience in Insurance, Banking and Financial Organizations. Now, I am looking for a challenging role in a reputable organization to utilize my skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends. Have excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. I am consistently saved costs while increasing profits.

Area of Expertise

- | | | |
|---------------------------|---------------------------|----------------------|
| • IT Desktop Support | • IT Application Support | • IT Network Support |
| • Azure AD | • Microsoft SharePoint | • Atlassian(JIRA) |
| • Systems Virtualization | • Data Backup Management | • Oracle ERP Support |
| • Printer/Scanner Support | • Technical Documentation | • DLP |
| • Data Encryption | • Inventory Management | • IT Security |

Career Experience

HTP Global Technologies – Dubai, United Arab Emirates

October, 2023 – Present

IT Engineer – Alpha Data (Client-site)

Job Responsibilities

- Understand and analyse project requirements to determine what needs to be built or delivered.
- Identify and fix issues, ensure the system works correctly, and meets quality standards.
- IT service delivery and responsibilities of major and minor incidents.
- Manage project based information, including technical specifications, user manuals and other data.
- Work closely with team members and stakeholders to communicate progress and address issues.
- Assist in deploying the IT solution or system to the production environment.
- Provide support to end-users or clients to help them use the IT solution effectively.
- Troubleshoot technical issues and find solutions to challenges that arise during the project.

Projects

- Microsoft 365 Tenant migration for client The Network Technologies.
- Microsoft Domain migration for client Emirates Health Services.
 - Provide end-user support in Al-Qassimi Hospital, Sharjah
 - Provide end-user support in Ibrahim Bin Hamad Obaidullah Hospital, Ras Al Khaimah
 - Provide end-user support in Masafi Hospital, Fujairah

Trellis Housing Finance Limited – Karachi, Pakistan

July, 2022 – Aug, 2023

IT Admin Support – IT Operations

Job Responsibilities

- Administration for Microsoft Office 365 and JIRA Service/ Task Management.
- Deployment and Management of IT Inventory by Microsoft Azure InTune.
- IT service delivery and responsibilities of major and minor incidents.
- Project Management related to IT Infrastructure and security.
- Improvement of IT service quality performance by monitoring and evaluation.
- Organize training sessions with users for IT policies and Cyber security risk.
- Vendor coordination and IT Asset procurement.
- Administration of NVR based CCTV cameras and its surveillance.

Allianz EFU Health Insurance – Karachi, Pakistan**May, 2018 – Jun, 2022**

Senior Officer IT Systems Support – IT Operations

Job Responsibilities

- Systems Support (Software, Hardware and Networking)
- IT Assets Management and Procurement.
- Microsoft Servers & VERITAS Data Backup Management and Disaster recovery.
- Server-Side and Client-end Symantec Endpoint Protection Administration.
- Prepare and manage reports for IT Systems Internal Audits.
- Encrypt and manage Microsoft BitLocker 256bit encryptions in all company devices.

Inbox Business Technologies – Karachi, Pakistan**Jun, 2017 – April, 2018**

Resident Engineer – SME Management

Job Responsibilities

- Technical Support in Desktop Hardware and Network
- ATM, CDM, CDK Patch tools deployments
- Antivirus Protection Management
- Monitor and solve issues over Network and Servers change activities.
- Troubleshoot Firewalls settings and Symantec antivirus configuration.
- Encrypt and manage Embassy Security encryptions in all company devices.
- Installation and Configuration of AVAYA IP based SIP Phones

Stanmore Group of Institutions – Karachi, Pakistan**Aug, 2014 – May, 2017**

Computer Lab Incharge – Administrations

Job Responsibilities

- Procurement of IT Assets and Inventory Management
- Technical Support in Hardware & Networking
- Graphics Designing using Adobe Photoshop, Adobe Illustrator and Corel Draw
- Confidential document processing and management
- Technical Recruitment including job posting and shortlisting candidates

Education

Bachelor Degree in Information Technology**September, 2018**

PIMSAT University – Karachi, Pakistan

Intermediate Degree in Pre-Engineering**August, 2014**

Government National College – Karachi, Pakistan

Matriculation in Computer Science**August, 2011**

Royal Academy School – Karachi, Pakistan

Trainings and Certifications

CISCO Introduction to Cyber Security (2023) | MS36501 - Introduction to Microsoft 365 (2022) | IT Service Operations and Service Desk Management (2022) | MB-910: MS Dynamics 365 Fundamentals CRM (2022) | AWS Essentials (2022) | Service Desk Management with ITIL 4 (2022) | HP Inventory Management (2022) | CIT Plus (2014)

Soft Skills

- | | | |
|--------------------------|-------------------------|-----------------------|
| • Communication | • Teamwork | • Problem-Solving |
| • Adaptability | • Time Management | • Empathy |
| • Emotional Intelligence | • Technical Proficiency | • Attention to Detail |
| • Cultural Sensitivity | • Customer Focus | • Stress Management |
| • Professionalism | • Documentation Skills | • Active Listening |