

# Abdul Haseeb Shafqat

Cell: +971-50-2032352 / Skype: eligible

Email: [abdulhaseeb.shafqat@gmail.com](mailto:abdulhaseeb.shafqat@gmail.com)

LinkedIn: [linkedin.com/in/ahaseeb](https://www.linkedin.com/in/ahaseeb)

Github: [github.com/eligible/](https://github.com/eligible/)



## Senior System Administrator / DevOps

### Summary

A Senior IT Infrastructure Expert Engineer with 11+ years of experience in Infrastructure. Able to fully Plan, Design, Implement and Maintain large and complex infrastructures. Highly focused and hard working with a proven record of accomplishments in my delivery. Looking to move to a Management role preferably or a similar senior level position in an esteemed organization.

- **Competencies:**
  - Delivering complex, large-scale IT projects
  - Strong leadership
  - Capable of spearheading highly-skilled, productive teams and providing direction and training
  - Effective problem solving and decision-making abilities
  - Preventing any adverse effect on project timelines and schedules.
- **Achievements:**
  - Hybrid Cloud Production Infrastructure environment achieving 99.7% uptime
  - Minimizing the costs to maintain the budgetary requirements, to reduce the costs by 30%.
  - Introduced the DevOps mentality in the company to maximize IT efficiency.
  - Increased efficiency by 10-15% and provided multiple deployments per day.
  - Deployed three fully functioning call center infrastructures.
- **Technologies:**
  - Expert System Administration - CentOS, Ubuntu, Solaris, Windows
  - Cloud Solutions - AWS, BSO, Oracle, Azure, GCP, OpenStack
  - DevOps - Kubernetes, Docker, Ansible, Jenkins, Gitlab, TFS, Azure
  - Expert Infrastructure Engineering, Data Center, Call Center
  - Automation and Scripting - PHP, Bash, PowerShell, other
  - Expert Database Administration - MYSQL, SQL Server, PostgreSQL, MongoDB
  - Agile Product Development - Atlassian (JIRA, Service Desk, Confluence, Crowd)

### Work Experience

#### Sr. System Administrator/DevOps

CitrusTV FZ LLC

Dubai, UAE (May 2014 to Date)

#### Designation Chronology:

- Aug 2017 to Date: Sr. System Administrator/DevOps
- Jan 2016 to Jul 2017: Sr. IT Specialist
- May 2014 to Dec 2015: IT Specialist

*Joined as IT Specialist and moved up the career trajectories to merit promotion to the position of Sr. System Administrator, through exceptional performance.*

#### Highlights:

- Designed, deployed and managing the Production Infrastructure environment achieving 99.7% uptime.
- The resilient, highly available, scalable and secure Infrastructure consisting of Hybrid Cloud (AWS, BSO, Openstack Private Cloud) handling thousands of customers from MENA region.
- Providing solutions for business requirements that deliver the performance while minimizing the costs to maintain the budgetary requirements. Reduced the costs by 30%.
- Managing the IT Budget and IT Procurement.
- Introduced the DevOps mentality in the company to maximize IT efficiency. Increased efficiency by 10-15% and provided multiple deployments per day.
- Deployed three fully functioning call center infrastructures.

---

**Key Responsibilities:**

- Managing a fully resilient and highly secure cloud-based infrastructure along with Local Infrastructure, for services spanning multiple sites across GCC, and over 25 servers.
- Held full accountability for all IT Infrastructure and Infrastructure Solutions within the company. Management of internal IT Security.
- Key Performance Reporting on a weekly and monthly basis to senior management, and all SLA related services.
- Continuously reviewed IT Process and Policies to align with business conditions for all business functions.
- Recommendation to Senior Management and Business users on best practice.
- Developed comprehensive and repeatable DR and BCP plans for execution.
- Bridged gaps between project stakeholders, business sponsors, and technical resources.
- Developed documentation and mechanisms for team use to maximize productivity across projects and programs.
- Budget planning for IT Infrastructure, 3rd Party support, IT Procurement and related services.
- Assisting the IT Team with the Development, Staging and Test Infrastructure.

**System Administrator**

RFM Loyalty LLC

Dubai, UAE (Jan 2013 to May 2014)

**Highlights:**

- Responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure including modem, routers, switches, Wi-Fi controllers, firewalls (Sonic Wall, Seagate), firmware upgrade, DNS, port forwarding, Email routing, SPAM protection, virus protection, network printers, etc.
- Provided project support as required from the initiation and estimation to the delivery and managed Credit, Debit and Loyalty Card Terminal's Application Patching, Loyalty Cards Personalization and XLS Loyalty Application's.

**Key Responsibilities:**

- Enabled continuing innovation within the infrastructure through the most cost-effective and efficient use of servers, by configuring multiple service environments.
- Identified ways to improve system scalability, performance and reliability; handled troubleshooting network problems and outages; scheduling upgrades; diagnosing problems and solving issues with established time limits.
- Kept up to date with new technologies, protected infrastructure from possible intrusions, deployed effective mechanisms to protect information systems assets from intentional or inadvertent modification, disclosure, or destruction.
- Implemented and release management of database changes according to agreed timescales and costs, oversaw projects and program components to deliver services in accordance with established objectives and resolved service issues to business and management problems.
- Ensured issues are identified, tracked, reported on and resolved in a timely manner. Offered technical support for users with varying levels of IT knowledge and competence.
- Liaised with staff, site personnel and outside vendors for further depth of Incident/Problem Analysis & resolution.
- Oversaw a whole spectrum of initiatives related to websites and data management encompassing websites (designing, development, and modification) and databases (data transformation, data migration from Oracle to SQL Server, DTS, and SSIS, scheduling events, procedural changes and optimization) for different services (Portfolio, Acquiring, and XLS/Loyalty).

**Database Administrator**

Directorate General Labor Welfare (Ministry of HR)

Lahore, PK (Oct 2012 to Dec 2012)

**Key Project to Credit:**

- **WFCL** (Worst Forms of Child Labor)

**Highlights:**

- Provided administrative, technical and people leadership for multiple, diverse projects and supported the ministry's hardware and software infrastructure, including laptops, Microsoft Windows, Database Applications and Licenses.
- Planned computerized databases, including base definition, structure, documentation, long-range requirements, operational guidelines and protection.

**Key Responsibilities:**

- Incorporated enhancements in existing systems by analyzing/ identifying areas for modification by utilizing both back-end organization of data and front-end accessibility for end-users.
- Served as focal point for managing the WFCL and staff corporate profile, including portfolio, website, brochures, employee and visiting cards, etc.
- Developed methodology for the ongoing assessment of database performance and oversaw parameters to provide fast query responses to front-end users.

- Formulated and monitored policies, procedures and standards relating to database management, set procedures for procedures and definitions for the data dictionary (metadata).
- Analyzed and designed functions for new and existing systems, defined access permissions and privileges as well as collaborated with regularly with technical, applications and operational staff.
- Ensured sound data models supporting application requirements, supervised and testing back-up and recovery plans in addition to ascertaining storage, archiving, back-up and recovery procedures are functioning correctly.

#### Project Manager

121 Solutionz (Pvt.) LTD

Islamabad, PK (Mar 2012 to Oct 2012)

#### Designation Chronology:

- Mar 2012 to Oct 2012: **Project Manager**
- Sept 2008 to Mar 2012: **Database Administrator**
- Jun 2008 to Sep 2008: **System Administrator**

*Joined as System Administrator and moved up the career trajectories to merit promotion to the position of Project Manager, through exceptional performance.*

#### Key Projects Handled in the Company:

- **MesMos** (Finland Project)
- **SCBPost** (Standard Chartered Bank Post) MIS
- **BISP** (Benazir Income Support Program) MIS
- **121 Corporate Portfolio** (Company's Website)
- **121 HRM** (Human Resource Management Software)
- **121 POS** (Point of Sale Software)
- **RPMS** (Revamping Project Management System)
- **NIP** (National Internship Program) MIS
- **MRS** (Money Remittance System) MIS
- **FSS** (Food Support Scheme)
- **CAS** (Counter Automation System)
- **MPPS** (Military Pension Payment System)

#### Key Responsibilities:

- Managed the IT Strategic initiatives, provided leadership for delivery of high quality technical solutions for organizational projects.
- Understood and communicated stakeholder requirements to appropriate team members, estimated and planned projects from start to finish, oversaw project milestones, and ensured project goals and objectives are accomplished within prescribed schedules and budgets.
- Kept IT strategy aligned with the changing business needs, identified solutions to meet productivity, quality and customer goals.
- Added value to businesses by effectively managing projects and costs to realize efficiencies/benefits/reduced costs internally and advising the management on selection of productivity enhancing technologies and their application for business process optimization and customer satisfaction.
- Created and maintained strong working relationships with other members of the delivery team and the wider technology organization so that the overall function operates professionally and is seen as delivery focused. Engage professionally with customers when required.
- Researched and kept abreast of emerging technologies in order to be able to deliver the most up-to-date solutions.
- Contributed actively to the evolution and execution of the organization's strategic and business plans across all areas including key IT projects and programs by maintaining optimal service availability, system performance and project deliverables.

#### Other Experience to Credit

##### Apprenticeship

"Oil & Gas Development Company LTD"

Islamabad, PK (Feb 2<sup>nd</sup>, 2008 to Jun 2<sup>nd</sup>, 2008)

##### Internship

"Peshawar Medical Checkup Center"

Peshawar, PK (Jul 3<sup>rd</sup>, 2006 to Aug 31<sup>st</sup>, 2006)

##### Database Administrator

CNI Gold INT.

Peshawar, PK (Mar 6<sup>th</sup>, 2003 to Nov 16<sup>th</sup>, 2003)

##### Database Administrator

Prime Bank LTD

Peshawar, PK (Jan 20<sup>th</sup>, 2003 to Mar 5<sup>th</sup>, 2003)

## Education

- **Master's Degree**, Computer Science from Preston University, Pakistan  
**Completion Date:** Feb 2011  
**Grade:** 3.5 out of 4  
**Academic Accolades:** Receive 50% Scholarship on Fee
- **Bachelor's Degree**, Computer Science from Preston University, Pakistan  
**Completion Date:** Feb 2008  
**Grade:** 77 out of 100  
**Academic Accolades:** Receive 35% Scholarship on Fee

## Training and Certification:

- **2000:** Office Automation (Petroman, Peshawar Pakistan)
- **2005:** E-Commerce (HITEC Degree College, Peshawar Pakistan)
- **2008:** Oracle 9i DBA (ICT Academy for Oracle, Islamabad Pakistan)
- **2011:** MCITP Enterprise Administrator 2008 (Corvit Systems, Islamabad Pakistan)
- **2011:** CCNA + RHSCA (Corvit Systems, Islamabad Pakistan)
- **2012:** PMP (Skill Development Council, Islamabad Pakistan)
- **2013:** ITIL v3 Foundation (Exin, Dubai UAE)
- **2013:** MCSA Windows Server 2012 (Microsoft, Dubai UAE)
- **2016:** Business Analyst (Technorion, Dubai UAE)
- **2020:** Kubernetes with Docker and AWS (Whizlabs)
- **2020:** AWS Certified Solutions Architect – Associate (Whizlabs)
- **2020:** Microsoft Azure Architect Technologies (Whizlabs)

## Language

English, Urdu, Punjabi, Pushto, Hindko, Hindi

## Other Projects to Credit:

2006	<b>Seena Surgical Hospital's Management System</b> (BS-IT Degree Project) <b>Applications v.1:</b> Visual Basic 6.0 and MS Access 2003 (Developer) <b>Applications v.2:</b> VB.NET 2005 and MS Access 2007 (Analyst / Developer)
2010	<b>Postal Life Insurance</b> <a href="http://www.pakpost.gov.pk/pli">www.pakpost.gov.pk/pli</a> Ministry of Postal Services, Pakistan Post PLI Information Page (CSS3, PHP)  <b>Pact for Humanity</b> <a href="http://www.pactforhumanity.org">www.pactforhumanity.org</a> PACT Organization's Website (CSS3, PHP)  <b>Recite Holy Quran</b> <a href="http://www.reciteholyquran.com">www.reciteholyquran.com</a> Holy Quran Online Education (CSS3, PHP)  <b>Pakistan Post</b> <a href="http://www.pakpost.gov.pk/PakPost">www.pakpost.gov.pk/PakPost</a> Ministry of Postal Services, Pakistan Post Website (CSS3, PHP)
2011	<b>WHILE</b> (In-Progress) Personal Web Portfolio (CSS, PHP)  <b>A2Z Furniture</b> <a href="http://www.furniturea2zinc.com">www.furniturea2zinc.com</a> Shopping Cart "E-Commerce" (CSS, PHP "MVC")  <b>Royal Furniture</b> <a href="http://www.royalfurnitureny.com">www.royalfurnitureny.com</a> Shopping Cart "E-Commerce" (Zen-Cart)
2013	<b>Departure Zone</b> <a href="http://www.departurezone.com.pk">www.departurezone.com.pk</a> Company's Portfolio (Wordpress)  <b>RFM Loyalty Acquiring Portal</b> <a href="http://www.rfmloyaltyco.ae:82/acquiring">www.rfmloyaltyco.ae:82/acquiring</a> Company's Internal Acquiring System for Merchants (HTML 5, CSS3, JavaScript, jQuery, PHP, SQL Server, ASP.NET, Crystal Reports)  <b>RFM Loyalty Portal</b> <a href="http://www.rfmloyaltyco.ae:82/loyalty">www.rfmloyaltyco.ae:82/loyalty</a> Loyalty Card Holder's MIS (HTML 5, CSS3, JavaScript, jQuery, PHP, SQL Server, Bootstrap3)  <b>Softchasers</b> <a href="http://www.softchasers.com/sc">www.softchasers.com/sc</a> Company's Portfolio (WordPress, Adobe Photoshop CS 5)
2016	<b>MN Enterprises</b> <a href="http://www.mnentp.com">www.mnentp.com</a> Company's Portfolio (WordPress, Adobe Photoshop CC)  <b>Pakistan Post</b> <a href="http://www.pakpost.gov.pk">www.pakpost.gov.pk</a> Company's Portfolio (WordPress, Adobe Photoshop CC)  <b>Knock n Shop</b> <a href="http://www.knocknshop.com">www.knocknshop.com</a> Shopping Cart "E-Commerce" (Open-Cart)  <b>Apollo</b> <a href="http://www.apollo.com.pk">www.apollo.com.pk</a> Company's Portfolio (Wordpress)
2017	<b>System Administration for RFM Loyalty</b> <ol style="list-style-type: none"><li>1. Data Migration from AWS to Local (All Servers)</li><li>2. Setup Citrix Xen Server (HA)</li><li>3. Setup pfSense Firewall with Dual WAN and Multiple VLAN</li><li>4. Setup Kerio Connect Email Server</li><li>5. Setup IIS Web Server and Hosting</li><li>6. Setup SQL Server with Failover</li><li>7. Setup FreeNAS</li><li>8. WiFi AP Setup (removed existing Wireless Setup)</li></ol>
2018	<b>HRNF</b> <a href="http://www.hrnf.ae">www.hrnf.ae</a> Give Donation Plugin Implementation for Custom Payment Gateway for the Local Bank (Wordpress)

## Technical Competencies:

- **Project Management:** Agile, Atlassian (Jira, Service Desk, Confluence, Crowd), ITSM, Procurement
- **Cloud:** AWS (EC2, IAS, S3, ELB, Route53, VPC, Glacier, Cloud Watch, RDS, Lambda etc.) BSO, Oracle, Azure, and GCP Cloud
- **Operating System:** Microsoft Windows, Linux (Ubuntu, RHEL/CentOS, Solaris SPARC), ESXi, VM Ware, Xen Server, OS-X
- **DevOps:** Ansible, Bash, PowerShell, Jenkins (CI/CD), Docker, Git, VSTS, Kubernetes, Python
- **Database:** Microsoft SQL Server, Oracle My SQL Server, MongoDB, PostgreSQL, Oracle, Amazon RDS
- **Network and Security:** Active Directory (ADDS), TCP/IP, UDP, DNS, DHCP, WDS, WSUS, WINS, Replication, Backup, IIS, Apache, FTP, Mail Servers (Kerio Connect, Microsoft Exchange, Send Mail, iRedMail), Oracle Virtual Box, OpenVPN/IPSec, Switch, Router (Linksys Dual WAN, Firewall (Fortinet, pfSense, Kerio Control, Sonic Wall), Squid Proxy, Squid Guard, BandwidthD, LightSquid, Cacti, PRTG, RsysLog, LibreNMS, NTOP, Spice Works Inventory and Network Monitor, Snipe-IT, Avaya IP Office 500, etc.
- **Hardware (Server, Workstation, Switch):** Dell Power Edge, HP ProLiant RAID enabled Rack Servers, SUN Fire SPARC Rack Servers, HP POE Switches, HP Workstations Z and 9300 Series, Cisco Access Points, Cisco Small Business N Routers, Linksys Home N Router, Linksys Dual WAN Router, Linksys Access Points, D-Link Routers and Switches, Xerox Work Center and HP MFP Network Printers, VeriFone Credit, Debit and Loyalty Cards Terminals VX Series, Welcome Real-Time's XLS Loyalty Solution, MATICA Cards Personalization Machine Z Series
- **Storage:** Own Cloud, Bacula, Deja-Dup, Back in Time, Resilio Sync, Xen Orchestra, Veeam, FC, iSCSI, NFS, CEPH, CIFS, SMB, SAN, NAS, RAID, SSD
- **Web:** Adobe Dreamweaver, HTML5, CSS3, Bootstrap, jQuery, JavaScript, PHP (WordPress), other related software
- **Graphics:** Adobe Photoshop, Swish Max, Corel Photo Paint
- **Software:** Microsoft Office, Open/Liber Office, Microsoft Visual Studio, PL/SQL Developer, Crystal Reports, In Page, Acronis True Image, etc.
- **Services:** Google Apps for Business (Gmail, Google Drive, Google Groups, etc.), SAP: By Design
- Managing multiple projects across diverse sectors including Government, Information Systems, and Telecommunications and Customer Services environments.