

IMRAN ANSARI



Personal

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- Phone number**
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- Email**
imran.iftikhar.ansari@gmail.com
- Date of birth**
01-09-1990
- Place of birth**
Abu Dhabi
- Gender**
Male
- Nationality**
Pakistan
- Marital status**
Married
- Driving licence**
Abu Dhabi, United Arab Emirates

Interests

- Football
- Car Enthusiast
- Guitar and Piano

Languages

- English
- Urdu
- Arabic

Seeking a position to utilize my skills and abilities that offers professional growth while being resourceful, innovative and flexible

Education and Qualifications

- Bachelors of Business Administration in Management (BBA)** 2010 - 2014
American Liberty University, Dubai, UAE, Dubai, United Arab Emirates
- Diploma of Business Administration (DBA)** 2010 - 2010
Cambridge University, UK, Abu Dhabi, United Arab Emirates
- Ordinary level ('O' Level) High School** 1996 - 2007
Islamia English School, Abu Dhabi, United Arab Emirates

Work experience

- Public Relation and IT Officer** Jan 2010 - Jan 2013
Office of H.H Sheikh Saeed Bin Zayed Al Nahyan, Abu Dhabi, United Arab Emirates
Handling paper work and daily requirements for the office.
Manage and avoid potential delays in the paperwork.
Support staff in different areas and approve their annual leave plan.
Coordinating and communicating with the staff about the upcoming events for the royal family.
Arranging traveling documents and reservations for the royal family.
Coordinating with airport staff and authorities for the upcoming travel.
Managing database and resolving IT related issues on daily basis.
- IT Support & Security Specialist** Jan 2013 - Feb 2016
Etihad Airways, Abu Dhabi, United Arab Emirates
System installation, configuring and networking on-call and on-site, dealing with VIP customers for IT solutions and networking.
Troubleshooting, mitigating and repairing hardware issues in systems and individual subsystems.
Troubleshooting, mitigating, and repairing software issues including the interaction of various operating systems.
Supporting reservations system like Sabre on various locations.
Troubleshooting Sabre accounts for the staff and maintaining passwords policies.
Working directly with Etihad staff to identify and troubleshoot problems related to IT.
Assembling systems from hardware components, developing and performing diagnostics tests to verify that peripherals and all components are working properly.
Monitoring the system performance and ensuring network has stable connectivity.
Monitoring and generating reports of different IT systems.
Testing newer versions of application before undergoing production environment.
Updating different IT systems with newer login credentials upon change requests for IT security.
Updating the operating system or any application if its new version is released.
Formatting and reinstalling the operating system.
Creating the backup for the system and restoring if it's required.
Managing the use of the policies of computer system and network.
Setup security policies for users according to their requirements.
Responsible for receiving, delivering required IT hardware and components.
Dealing and managing with suppliers.
Assessing technicians for technical support calls.
Troubleshooting pilots and cabin crew iPads.
Monitoring SITA links for Etihad Airways outstation users.
Working closely with SITA account manager to ensure all tasks and projects are up to date.
Working with SITA outstation staff to resolve any issue and log a call through their IT Help Desk.
Supporting outstation Etihad Airways staff on IT issues.

Processing data base sheet for Etihad aircrafts and their registrations with IATA.
Assigning and reviewing requests to team members on daily basis through Manage Engine Tool.
Assessing network engineers with CUTE (Common Use Terminal Equipment) systems on EY check-in counters at various airports around the globe.

IT Induction Instructor May 2014 - Mar 2018
Etihad Airways Regional, Alitalia, Jet Airways, Air Serbia, Air Berlin and Virgin Australia, Abu Dhabi, United Arab Emirates

Presenting IT session to the new joiners of Etihad on weekly basis.
Explaining about different systems and structure of IT to new joiners and pilots.
Presenting detailed information about IT security and how systems should be protected and maintained in general.
Explaining to new joiners about how to set up strong accounts and passwords on Etihad systems.
Presenting brief description about IT Management to the new joiners,
Detailed study on global sales about how well Equity Partners of Etihad Airways are doing.
Showing the future road map of Alitalia, Jet Airways, Air Serbia, Air Berlin, Virgin Australia and Etihad Airways Regional.

IT Engineer Feb 2016 - Mar 2018
IBM, Middle East, Abu Dhabi, United Arab Emirates

System installation, configuring and networking on-call and on-site, dealing with VIP customers for IT solutions and networking.
Troubleshooting, mitigating and repairing hardware issues in systems and individual subsystems.
Troubleshooting, mitigating, and repairing software issues including the interaction of various operating systems.
Supporting reservations system like Sabre on various locations.
Troubleshooting Sabre accounts for the staff and maintaining passwords policies.
Working directly with Etihad staff to identify and troubleshoot problems related to IT.
Supporting outstation Etihad Airways staff on IT issues.

Office Business Manager Mar 2018 - Present
Office of H.H Sheikh Zayed Bin Saeed Bin Zayed Al Nahyan, Abu Dhabi, United Arab Emirates

Perform clerical duties associated with movement of personnel and personal property of VIPs.
Create and maintain various spreadsheets, databases, and report files.
Create various reports for presentations on a daily, weekly, and monthly basis.
Lead the team in implementing a timely and efficient correspondence process globally and locally.
Deploying new staff across different locations for better protocol and support for the VIPs.
Overseeing and supervising employees and all activities of the purchasing department.
Preparing plans for the purchase of equipment, services, and supplies. Mainly IT equipment.
Maintaining good supplier relations and negotiating contracts.
Researching and evaluating prospective suppliers.
Collect and approve most employee documents, such as travel expense reports, time sheets and scheduled time-off requests.
Working with different embassies across the globe to ensure everything is well managed on site for VIPs.
Contacting embassies for special requests and issues for VIPs such as aircraft and airport protocol.

Skills

Microsoft Word	● ● ● ● ●
Microsoft Excel	● ● ● ● ●
Microsoft Outlook	● ● ● ● ●
Adobe Photoshop	● ● ● ● ●

Main Clients

Boeing, Airbus, Etisalat, Du, SITA, Sabre, Amadeus, Microsoft, IBM, Abu Dhabi Airport Company, AMMROC, Alitalia, Jet Airways, Air Serbia, Air Berlin and Virgin Australia