



# Shahid Mehmood

IT System Administrator | IT Support

## My Contact

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## IT Skill

- Network Administration
- System Administration
- Server Management
- Active Directory
- Troubleshooting and Problem-Solving
- Systems Installation, Configuration and Upgrading
- Network Operating System (NOS) Patches and Updates
- Technical and Remote Desktop Support
- Cybersecurity and Data Protection
- Backup and Recovery Solutions
- Scripting and Automation
- Data Analysis (Power Bi / Tableau)
- Microsoft Office
- Google Workspace
- IT Documentation and Reporting
- Customer Service and Communication
- Management Information System
- Learning Management System

## Publication

### PeerJ Computer Science

*Improving the performance of opportunistic routing using min-max range and optimum energy level for relay node selection in wireless sensor networks*

Published December 7, 2020

## About Me

IT System Administrator and IT Support Professional with strong experience in maintaining, troubleshooting hardware and software issues and upgrading IT infrastructure. Proficient in Management Information System (MIS), cloud-based Learning Management System (LMS), network management, system administration, cybersecurity and data protection, active directory and server infrastructures operations across Windows and Linux OS. Possess strong analytical and problem-solving skills with the ability to work independently or as part of a team. Skilled in prioritizing and managing multiple tasks while ensuring maximum uptime and availability of IT systems.

## Education

### Master of Computer Science | CGPA 3.77

Data Communication and Computer Networks  
Completed in 2020 | University of Malaya, Malaysia

### BSc (Hons) in Business Information Technology

Completed in 2010 | Staffordshire University, UK

## Certificates

### Google IT Support Professional Certificate

Coursera Issued June 2023

### CompTIA A+ (220-1001 and 220-1002)

LinkedIn Issued February 25, 2021

### CompTIA Network+ (N10-007)

LinkedIn Issued February 23, 2021

### OneTrust Certified Privacy Professional

OneTrust Issued April 6, 2023 | Expires April 5, 2024

## Professional Experience

### IT System Administrator

Anglo Singapore International School, Thailand  
October 2020 – July 2022

- Manage the school's Management Information System (MIS) and cloud-based Learning Management System (LMS), ensuring smooth operation and user support.
- Create and manage student and employee accounts across all systems, maintaining accurate and up-to-date information.
- Generate regular reports such as bio-monthly, assessment, termly, and year-end reports for students, uploading them to online learning management systems.

## Languages

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### English

Professional Working Proficiency

### Urdu

Native

## Reference

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Reference will be provided upon request

- Maintain and manage the IT infrastructure, including servers, switches, routers, firewalls, and other equipment.
- Provide training, technical support, and troubleshooting for hardware and software-related issues to end-users.
- Install, configure, update, and maintain computers, peripherals, software applications, operating systems, and databases.
- Configure and maintain network infrastructure.
- Manage active directory, backup, and disaster recovery solutions to safeguard data.
- Analyze data using Power BI and integrate with databases.
- Manage Google Workspace, Adobe, Microsoft, and school applications, ensuring smooth operation and user support.
- Update and maintain attendance management software, school website, timetable, and CCTV system for accurate and efficient operations.
- Create and update JotForm and integrate them with Google Drive, Sheets, Data Studio, and other platforms for streamlined data collection and analysis.
- Create and maintain documentation for system configurations, procedures, and policies.
- Collaborate with other teams to develop and implement IT projects, contributing to the improvement of systems and processes.

### Education Advisor, Admissions and Digital Marketing

Education Consultants, Malaysia

*June 2014 – August 2020*

KAGC College, Malaysia

*November 2012 – April 2014*

Linton University College, Malaysia

*November 2011 – October 2012*

- Organize education fairs, open days, and other marketing activities in collaboration with partner universities, ensuring successful promotion of available courses.
- Provide comprehensive support to partner universities and students, assisting with marketing, admissions, visa processing, and student arrival.
- Promote the courses offered by partner universities through various channels, including social media accounts.
- Assist students in meeting formal requirements, including guiding them through the application process, compiling necessary documents, and submitting applications to the appropriate universities.
- Assist students to comply with EMGS and Malaysian immigration department requirements, facilitating the application process for Entry Visas for students entering Malaysia.
- Arrange student arrival, including arranging accommodations and ensuring a smooth transition for students.

### Software Assistant

Center of Technology and Innovation (CTI), Malaysia

*September 2007 - November 2008*

- Preparing the software test plan.
- Check/Review the test case document.
- Develop and implement test plan.
- Identify the problem and report to the project manager.
- Prepare the daily and weekly report.
- Track and report upon testing activities, including testing results defects discovered, status and software performance.