



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

English

Professional Working Proficiency

Urdu

Native

Reference

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.