

# Abdul Mannan

**Computer Engineer (#IT Support Engineer (L1, L2, L3), #Problem Solving Trainer)**

**Total Experience 10+ years.**

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## Profile Summary

I have 10+ years of experience in the IT field as a Computer Engineer and as a team leads. I have 5+ years of working experience in the public and private sectors in the Middle East (UAE). In the field of Computer Engineering and Strategic Expert in Desktop and Web-based Applications for Traffic Department.

As a technical team lead, I co-ordinate and delegate the responsibilities of the IT team.

Directed a work team taking the responsibilities of putting the PC's hardware parts together "build PCs" setup Operating Systems & other applications, Hardware and Software Troubleshoot, Peripherals Configuration assisted the networking team to build the network's infrastructure" servers, routers, access points, cabling" network administrating.

Planning and controlling the IT department Defining policies and procedures to run smooth operations of the department. Hiring new and innovative talent for department Ensure technology is accessible and equipped with current hardware and software Budgeting and defining IT Strategies Monitor and Maintain technology to ensure maximum access.

In addition to the above, I am a very sociable and easy-going person with technical skills that have helped me to become a good team player during my professional career. My analytical and problem-solving skills including my highest level of commitment to the assigned tasks have been acknowledged by my managers and the company on several occasions.

Manages changes, incidents, and problems across multiple data center environments to protect production and disaster recovery systems critical to business success.

Provides immediate response and coordination aimed at minimizing the duration of service interruptions.

Make decisions regarding real-time incident resolution activities.

Providing constant technical support for applications to ensure optimal durability and reliability.

Coordinate all IT issues and escalations from the client.

Dispatch technicians for various IT issues/clients.

Provide first- and second- hardware/software/network troubleshooting via remote support.

## Key Technical Skills

### **Developing Tools**

Microsoft Dynamic 365, Power App, Power BI, Data Analysis, Bootstrap, HTML4/5, PHP, WordPress, Java Script, jQuery, XML, JSON, CSS3, WEB API, Amazon Web Services, MySQL, Microsoft Access, OpenCV, C#, VB.NET, MVC, Entity Framework, Windows Service, SDLC, Microsoft SQL Server, SQL Database, Oracle Database, Crystal Reports, Linux, Command base programming like (Script files .sh, .bat)

### **Designing Tools**

Adobe Photo Shop CS6, Adobe Dream weaver, Query Express for (SQL, Oracle 11g), Navicat for MySQL, Toad, 3D Printing, Quality Assurance Testing, Agile, Integration Testing

### **Software Skills**

Radar Inserting Fine Application | SharePoint Server | ANPR | Call center Application | Moodle Application | Tracking Application | Attendance System | Accounting Application | Parking Tracking Application | GPS Locks Application.

## **Experience**

### **Computer Engineer (Technical Team Lead)**

Jul 2015 to present | Ramex Gulf General Trading LLC.

Sharjah, United Arab Emirates

Systems and Developing Engineer, Integration, and debugging of major portions of software projects such as embedded web services, Dedicated device drivers, communications protocols CAN bus, RS485, Automation, electronics board troubleshooting, Installation of systems that transfer data from machine to plant (data collection system).

Embedded software development systems embedded for Ubuntu, Designing, and developing traffic solutions using all of microwave, Lasers, smartmicro sensors, compiling binary software that operate under the embedded environment.

Troubleshooting of traffic laser, Speed, and red-light radar cameras in (Sharjah, Dubai, Ajman and Fujairah Emirates) and installation of both software and hardware (Camera's and Motherboard) via LAN and Putty. Maintain and make documents of work performed during the day.

System Irregularity Vehicles Application in .NET with Oracle Database and support for Sharjah and Ajman Traffic Department. Like (Radar, Red-light and Truck) implementation And Documentation.

### **Projects**

ANPR | Inserting Fines Application | Project Management Application | Call Center Application

### **Accomplishments**

- ✓ System Irregularity Vehicles Application for Inserting Fines with Oracle Database and support for Sharjah and Ajman Traffic Department. Like (Radar, Red-light, and Truck) implementation and Documentation.
- ✓ Truck Permission Application for permitting with Oracle Database in SRTA.
- ✓ Speed Application with smart microsensor and IBO sensor. FTP Transfer Images and Videos via 3G Router (D-Link and Teltonika) in Traffic Department Sharjah and Ajman.
- ✓ Join tech Intelligent Electronic Locks Application handle front end via web base and Server base.
- ✓ Smart Home Arrest Locks systems integrate and support for Sharjah Traffic Department.
- ✓ Call Center Application (VoIP) with Teltonika devices.
- ✓ Storeroom, Warehouses, and Accounts Applications.

### **Tools & Technologies:**

Adobe Dream viewer, jQuery, HTML5, JavaScript, AJAX, XML, JSON, Linux Server, Databases, MySQL, VB.NET, SQL, Oracle 11g Database

## Computer Engineer (Project Manager)

Nov 2013 to May 2015 | Learning Dimensions Pvt Ltd.  
Lahore, Pakistan

School Content Management System (CMS) Developed by ninthd Project in Core PHP.

Installation New Server and Server Configuration on Ubuntu.

Planning and Defining Scope, Activity Planning and Sequencing Resource Planning & CSS, Developing Schedules, Time Estimating, Cost Estimating, developing a Budget, Documentation, Creating Charts and Schedules, Risk Analysis, Monitoring and Reporting Progress, Team Leadership, Business Partnering, Controlling Quality.

Moodle for Learning Management System (LMS) (Websites, Presentations, Business Logics, Voice Over, Video Rendering).

### **Projects**

LMS Application | Web Application (frontend and backend) | School / College Management Application Technical Support Server Configuration

### **Tools & Technologies:**

Adobe Photoshop CS, Adobe Dream viewer, jQuery, WordPress, HTML5, JavaScript, AJAX, XML, JSON, Linux Server, Databases, MySQL,

## Software Engineer

Jun 2012 to Oct 2013 | Computer System Integration (CSI).  
Lahore, Pakistan

Prepaid Billing System electrical meter reading Developed in Core PHP. This project developed by Pakistani Govt. We use this application with hardware like Meter with SIM card and calculate bill for customer.

Maintenance and Handle other Projects Like (Car Tracking System, Rescue 1122 monitoring System, Embed API's, Call Center etc.)

### **Projects**

Prepaid Billing System Application

Tracking Application for Rescue 1122

### **Tools & Technologies:**

Core PHP, JavaScript, AJAX, XML, JSON Adobe Photoshop CS, Adobe Dream viewer, jQuery, HTML5, MySQL XAMP, SQL Database,

Software Engineer

Dec 2010 to May 2012 | CIRCLE.  
Islamabad, Pakistan

Developing and Managing CIRCLE Website for NGO.  
Library Application Developed in Core PHP and using MySQL Database.  
ID card reader Application using OCR and record store in SQL database.

Projects

|                           |                           |            |
|---------------------------|---------------------------|------------|
| Library Management System | OCR ID reader Application | Attendance |
| Management System         |                           |            |

Tools & Technologies:

Adobe Dream viewer, jQuery, HTML5, JavaScript, AJAX, XML, JSON, Linux Server, Databases, MySQL, VB.NET, SQL

Academic Qualification

MASTER'S DEGREE (MCS) Master of Computer Science / Engineering

National University of Modern Languages Islamabad

BACHELOR'S DEGREE (BCS) Bachelor of Computer Science / Engineering

Islamic University of Bahawalpur

Certification's

SDP Instructor *iCarnegie University (United State)*

- Computation and Problem-Solving
- Performance, Data Structures and Algorithms Solving

EXPERTIES

Technical SKILLS

|                      |  |                 |                              |
|----------------------|--|-----------------|------------------------------|
| Technical Support    | Problem Solving                        | Oracle Database | Troubleshooting Web Services |
| Web Development      | Software Development Life Cycle (SDLC) |                 | Research                     |
| Database Design      | Information Technology                 |                 | Responsive Web Design        |
| Software Development |  |                 |                              |