

# Muhammad Shazad Afzal

Dubai - UAE • 00971 50 4657880 • [shazadafzal@msn.com](mailto:shazadafzal@msn.com) / [shezafzal@gmail.com](mailto:shezafzal@gmail.com)  
<https://www.linkedin.com/in/muhammadshazadafzal/>

## IT Management Profile

Qualified IT professional with more than 15 years of experience in planning & executing IT projects and leading IT operations, ensuring all IT systems, infrastructures, server, networks and securities are running to an efficient level; seeking a challenging senior position across IT function with a reputed organization.

### Core Competencies

- IT Operations Management
- Systems/Network Administration
- IT Project Management
- IT Infrastructure Support
- Troubleshooting/Issue Resolution
- Technical Support
- Customer Relations Management
- Team Mentoring & Leadership

### Professional Development

- ITIL V3 Foundation
- Training on Cisco Certified Network Associate (CCNA)
- Microsoft Certified Systems Engineer (MCSE)
- Training on UX devices (VeriFone)
- Training on RTA Taxi Pay Meter on Linux platform

### Education

- **Diploma in E-commerce**, NIT Dubai, UAE (2001)
- **Higher Diploma in Information Systems Management**, APTECH, Sharjah, UAE (2000)

### Profile Summary

- ✦ Expert in collaborating with project teams and deploying technology to build successful solutions for clients, ensuring delivery within assigned time and budget and exceeding client/business expectations
- ✦ Skilled in leading resources that support company infrastructure including storage, servers, infrastructure backbone (LAN and WAN), connectivity and hardware peripherals
- ✦ Insightful experience in all facets of troubleshooting, installations, and maintenance for various desktop operations, hardware, and software; good knowledge of current & future practices, terminology and principles of networking and information technology
- ✦ Proficiency in identifying cost effective technical solutions that meet business needs; expert in interacting with clients, understanding their issues/requirements, and devising customized solutions, while maintaining complete client satisfaction
- ✦ Practical & ingenious problem solver with excellent troubleshooting skills; skilled in ensuring that all IT changes are managed so that they minimize downtime & risk of any inconvenience
- ✦ Proven ability to provide efficient and professional response to users at all levels of the organization and translate technical knowledge into actionable direction; unique talent for delivering highly complex technical information into terms and concepts that the end users can easily grasp

## Professional Experience

**Marshal Equipment & Trading Co. L.L.C, Dubai, UAE**

**Apr 2004 till date**

### IT Technical Support Engineer

#### Responsibilities:

- Coordinate activities related to setting up & configuring new and existing computer peripherals, services, operating systems and applications based on business as well as operational requirements.
- Enhance system uptime by maintaining updated configuration on computer systems and networks.
- Render support for VeriFone Vx, UX series, ECR's (Ruby Super Systems) and TMS application.
- Download/manage applications for banks; roll out new applications aligned to changing market dynamics.
- Guide team members & clients in setting up systems or resolving issues related to POS system, network including identifying & resolving hardware or software faults for EMARAT, EPPCO & ENOC Petrol Stations.
- Ensure compliance to diagrams & written instructions pertaining to repairing fault or setting up system.
- Manage new users' accounts / profiles and resolve password issues for maintaining seamless operations.
- Follow up with vendors & other 3<sup>rd</sup> party stakeholders in resolving open cases, testing & evaluating new technology
- Optimize resource utilization and streamline processes to enhance operational efficiency & departmental profitability

- Prepare & present various status reports for the senior management to enable effective decision making.
- Evaluate team performance and render productivity enhancement feedback. Organize training sessions for team members based on identified training needs.
- Groom & mentor team members in enhancing client satisfaction and business generation by effectively resolving issues and rendering qualitative service delivery.

#### Key Projects:

<b>Project</b>	<b>Retail Automation System</b>
<b>Client</b>	Dubai International Airport (Terminal 2) and Dubai World Central (DWC)
<b>Duration</b>	May 2013 till date
<b>Team Size</b>	2
<b>Description</b>	Based on the requirements of DNATA, provided automated solution for their Fuel Stations managed by EPPCO-ENOC at The Dubai World Central Airport and Dubai International Airport Terminals using EFT-POS integration with wireless handheld scanners connected to TIBCO server (front end) and Automate the fuel system using the Pump controller Interface with The Enabler application
<b>Role</b>	Project Coordinator/Support Manager
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Identify &amp; resolve hardware, software &amp; end user problems as the first point of contact for all IT &amp; technical queries</li> <li>• Develop infrastructure &amp; systems based on company's needs, working within a TCP/IP network environment including DHCP, DNS and Ethernet</li> <li>• Involved in rollout of software updates &amp; patches, investigation, investigating specialist &amp; complex IT support issues in coordination with third party technical specialists</li> <li>• Configure &amp; manage backup &amp; restore procedures. Maintain wide range of computer hardware and software programs and render secondary support to LAN administration</li> <li>• Assess budgetary implications of IT projects and upgrades for maintaining project profitability</li> </ul>

<b>Project</b>	<b>Retail Automation System</b>
<b>Client</b>	Roads & Transport Authority (RTA)
<b>Duration</b>	May 2004 till date
<b>Team Size</b>	3
<b>Description</b>	Project to automate the fuel system using the Pump controller Interface with The Enabler application. Based on the requirements of RTA, provided automated solution for their Fuel Stations managed by EPPCO - ENOC at various RTA Bus Depot's
<b>Role</b>	Project Coordinator/Support Manager
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Visit the new sites for commissioning</li> <li>• Manage installation of the VeriFone EFT-POS machines and other peripherals</li> <li>• Setup the Fuel Systems and connect the Fuel dispensers with the Enabler application</li> <li>• Establish network connectivity between Site Office and Head Office including the entire end-to-end testing of transaction</li> <li>• Attend &amp; resolve routine complaints logged through the helpdesk application provided by client</li> </ul>

<b>Project</b>	<b>Onsite Software Rollout</b>
<b>Client</b>	Network International (NI)
<b>Duration</b>	6 months
<b>Team Size</b>	4
<b>Description</b>	Rolled out and tested the VeriFone POS terminals with the DCC functionality enabled using proprietary tools from VeriFone to test the terminals end to end transaction cycle
<b>Role</b>	Project Coordinator/Lead
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Managed activities, resources, equipment and information aimed at seamless implementation of project in compliance to project SLA parameters</li> </ul>

<b>Project</b>	<b>Retail Automation System</b>
<b>Client</b>	EPPCO-ENOC fuel stations
<b>Duration</b>	Apr 2004 – Aug 2014
<b>Team Size</b>	5
<b>Description</b>	Provided Retail Automation Solutions to automate the fuel stations, fully integrate the front & back office and the Head Office Ruby cash registers were installed along with all the other peripherals and computer system with the BackOffice application and Terminal applications, The Enabler fuel automation system installed at the site using Ruby Super Systems POS machines along with printers and scanners, The Enabler fuel system and related software and applications, BackOffice software installation

<b>Role</b>	Support Supervisor/Support Lead
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Visited new sites for commissioning, installing EFT-POS cash registers and other peripherals</li> <li>• Setup fuel systems, connected fuel dispensers with the enabler application</li> <li>• Built network connectivity between Site Office and Head Office including the entire end to end testing of transaction. Resolved routine complaints logged through the helpdesk application provided by client</li> </ul>

<b>Project</b>	<b>Retail Automation System</b>
<b>Client</b>	EMARAT fuel stations
<b>Duration</b>	April 2004 to Dec 2014
<b>Team Size</b>	5
<b>Description</b>	Ruby cash registers were installed along with all the other peripherals and supporting the BackOffice application using Ruby Super Systems POS machines along with printers and scanners, POS Terminals
<b>Role</b>	Support Supervisor/Support Lead
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Visited new sites for commissioning, installing EFT-POS cash registers and other peripherals</li> <li>• Built network connectivity between Site Office and Head Office including the entire end to end testing of transaction. Resolved routine complaints logged through the helpdesk application provided by client</li> </ul>

### Personal Details

- **Languages Known** : English, Urdu and Arabic
- **Nationality** : Pakistani
- **Address** : P.O Box No. 40654, Al Nahda First, Al Qusais, Dubai - UAE