

Syed Tariq Rasheed

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Experienced IT Professional | IT Operations Expert | Team Leadership | Network System Administration | IT Solutions Expert | Health informatics Expert | IT Support Engineer

- ❖ Played pivotal roles in driving impactful results and leading bold initiatives at Indus Hospital University, VESTA Developers, Emirates Logistics LLC, and Urban Developers.
 - ❖ At Indus Hospital University, researched and implemented cutting-edge technologies to optimize patient care efficiency, set and monitored annual IT operation targets, and collaborated with stakeholders to align IT strategies with broader objectives.
 - ❖ Spearheaded transformative efforts at VESTA Developers, ensuring uptime and performance of Datacenter infrastructure, overseeing IT projects, and setting annual targets for IT operations.
 - ❖ Shaped IT infrastructure and operational IT support strategies at Emirates Logistics LLC, designing and implementing LAN/WAN infrastructures, and providing network and hardware support.
 - ❖ As an IT Desktop Support Engineer at Urban Developers, installed, configured, and maintained computer hardware, troubleshooted IT-related issues, and ensured the availability of network resources.
 - ❖ Hold a Bachelor's degree in Computer Engineering from COMSATS Institute of IT Lahore, Pakistan, and possess certifications including MCSE, CCNA, HCNA, HCNP, NSE1, CNSS Certified Network Security Specialist, and National Cyber Security.
 - ❖ Demonstrated passion for leveraging technology to drive organizational growth and excellence in IT operations, system administration, and technical support roles.
 - ❖ Spearheading the completion and implementation of ISO ISMS 27001.
 - ❖ Spearheaded the implementation of a CCTV project at VESTA Developers, leveraging Hikvision NVR and cameras to enhance security surveillance capabilities.
 - ❖ Led the completion of a CCTV project at Indus Hospital, collaborating with PELCO brand to ensure comprehensive surveillance coverage.
 - ❖ Successfully implemented a queue management system at Indus Hospital to efficiently manage patient flow and improve operational efficiency.
 - ❖ Oversaw the fiber optic laying project at VESTA Developers to establish redundant uplinks, enhancing network reliability and minimizing downtime.
 - ❖ Demonstrated a commitment to efficiency and cost-effectiveness in project execution, optimizing resources and delivering high-quality results within budget constraints.
 - ❖ Successfully Completed IT Infrastructure project for Client GSK UAE (Arenco Tower).
 - ❖ Successfully Completed IT Infrastructure project for Client Rebound Electronics UAE (Tiffney Tower).
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Professional Experience

Lifecare International Dubai **IT Support Specialist**

03/2024 to 05/2024

During my tenure at Lifecare International I give IT Support to Dubai, Qatar and Kenya offices.
My key responsibilities included:

- ❖ Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- ❖ Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- ❖ Install and configure systems such as supports Brokerage MIS applications, CRM, Exchange, Windows Servers and Client operating systems.
- ❖ Develop and maintain relevant daily and weekly operational logs of work to enable automated reports.
- ❖ Handle all assigned service support tickets in Jira Service Desk within SLA.
- ❖ Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- ❖ Follow the IT existing SOP and protocols wrt escalations and manage customer expectations effectively.

Indus Hospital University, Pakistan *Assistant Manager IT Operations*

04/2022 to 12/2023

During my tenure at Indus Hospital University, I played a pivotal role in driving impactful results and leading bold initiatives that significantly improved the organization's IT operational efficiency and overall performance by adopting Strategic Business Planning, Team leadership, budgets control and findings team capacity by various techniques. Key responsibilities included:

- ❖ Researched and implemented cutting-edge technologies to optimize patient care efficiency.
- ❖ Reviewed and improved existing solutions for ongoing process and security enhancements.
- ❖ Set and monitored annual IT operation targets, aligning with organizational goals.
- ❖ Collaborated with stakeholders to align IT strategies with broader objectives.
- ❖ Develop, implement, and maintain policies, procedures and associated training plans for network administration, usage, and disaster recovery, configure networks to ensure smooth and reliable operation for fulfilling business objectives and processes.
- ❖ Ensured uninterrupted uptime of critical data center infrastructure.
- ❖ Manage IT operations, system administration, or a related role.
- ❖ Manage complete IT infrastructure, including hardware, software, networks, and security.
- ❖ Analyzed and redesigned IT systems for enhanced infrastructure.
- ❖ Conducted business case analysis to propose process and user experience improvements.
- ❖ Assisted in setting goals and budgetary requirements with effective resource allocation.
- ❖ Facilitated interdepartmental coordination to resolve issues promptly.
- ❖ Maintained up-to-date documentation of systems and operations.
- ❖ Managed IT projects to ensure adherence to cost, scope, and timelines.

VESTA Developers, Pakistan *Information Technology Operations Team Lead*

04/2019 to 03/2022

During my tenure at Vesta Developers, I spearheaded transformative efforts that revolutionized the

organization's IT operational efficiency and overall performance. Through strategic business planning, effective team leadership, meticulous budget control, and innovative capacity-building techniques, I drove impactful results and led the team towards achieving remarkable milestones. Key responsibilities included:

- ❖ Set annual targets for IT operations and monitored departmental performance.
- ❖ Led Data Center operations, overseeing Servers, Desktop, and Linux/MAC Support teams.
- ❖ Provided guidance on Datacenter functions and operational support to IT support staff.
- ❖ Aligned IT strategies with corporate goals in Networking, Servers, and Storages.
- ❖ Ensured uptime and performance of Datacenter infrastructure, including LAN, WAN, Servers, and Storage.
- ❖ Managed LAN/WAN, Firewalls, Antivirus, and Security infrastructure.
- ❖ Tracked IT project progress to ensure adherence to cost, scope, and timelines.
- ❖ Supervised IT Support Engineers on Servers, Desktop, Printers, and Linux/MAC-related functions.
- ❖ Oversaw Helpdesk System, IT stores, asset management, and IT MIS.
- ❖ Maintained desktop and application uptime, executing scheduled maintenance of IT Infrastructure.
- ❖ Managed complete surveillance system and desktop antivirus/security.
- ❖ Accountable for managing sites in Lahore and the United Kingdom, ensuring operational efficiency.

Emirates Logistics LLC, Dubai
Senior Helpdesk IT Support

06/2016 to 03/2019

During my tenure at Emirates Logistics, I held a pivotal role in shaping the organization's IT infrastructure and operational IT support strategies. Key responsibilities included:

- ❖ Designing and implementing LAN/WAN infrastructures for new WAN sites, including configuration of Switch Port Security on Cisco Switches.
- ❖ Configuring Cisco Routers, Switches, and Firewalls to ensure network security.
- ❖ Implementing prerequisites for ISMS 27001 certifications and ISO 27001 Information Security Management System (ISMS) to safeguard data and mitigate risks.
- ❖ Manage and monitor all installed systems and infrastructure
- ❖ Install, configure, test and maintain operating systems, application software and system management tools
- ❖ Proactively ensure the highest levels of systems and infrastructure availability
- ❖ Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- ❖ Maintain security, backup, and redundancy strategies
- ❖ Participate in the design of information and operational support systems
- ❖ Provide 2nd and 3rd level support
- ❖ Liaise with vendors and other IT personnel for problem resolution
- ❖ Managing system reliability and availability, including maintenance of Servers, Hand Held Computers (HHD), Printers, Scanners, and network devices.
- ❖ Supporting Windows desktop technologies and involvement in developing Networking Standards, procedures, and documentation.
- ❖ Designing, installing, configuring, integrating, testing, and maintaining CCTV and Access Control System, Barriers, and other Security Systems.

- ❖ Install, configure, and maintain computer hardware, software, and peripherals
 - ❖ Troubleshoot and resolve IT-related issues reported by users
 - ❖ Manage user accounts, access rights, and security settings
 - ❖ Ensure the availability of network resources and services
 - ❖ Install and configure network hardware, such as routers and switches, Firewalls, CCTVs, Biometric Machines
 - ❖ Monitor system performance and security logs
 - ❖ Train users on new hardware and software
 - ❖ Research and recommend new IT technologies and solutions
 - ❖ Responding to client IT support requests.
 - ❖ Meeting with clients to diagnose software, networking, or hardware issues.
 - ❖ Providing technical support on-line or via remote-access systems.
 - ❖ Offering solutions that meet the needs of the client.
 - ❖ Prepare hardware malfunctions, software issues, and networking problems.
 - ❖ Maintaining good client relations.
 - ❖ Tracking and managing work records.
 - ❖ Compiling job reports.
 - ❖ windows troubleshooting
 - ❖ Office 365 related issue including (ms-teams, OneDrive, email configuration etc.)
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Education

BS Computer Engineering, 2013
COMSATS Institute of IT Lahore, Pakistan

Certifications

MCSE (Microsoft Certified System Engineer) ID:12987860
Microsoft Corporation

CCNA (Cisco Certified Network Associate) ID: CSC013446038
CISCO.

HCNA (HUWAEI Certified Network Associate) ID: 010100101557807246491545
HUWAEI.

HCNP (HUWAEI Certified Network Professional) ID: 010200103623807255051413
HUWAEI.

NSE1 (Network Security Associate) ID: xdgXhHnTIL
Fortinet.

CNSS Certified Network Security Specialist ID: 17861023
ICSI

National Cyber Security ID: NIAIS-OLB1-297NIAIS
NIAIS (One Year Training Program)