Muhammad Ali Sheikh

CONTACT

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OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

WORK EXPERIENCE

Interactive Research & Development - IRD Global   March 2022 — Present

Assistant Manager IT (IT Lead)

Responsibilities:

- ERPNext Techno-Functional administration (Technical lead)
- Administer Google Workspace Email management
- Supervise Task Management with Click Up
- Supervise Snipe-IT Inventory Management System for IT assets, equipment & licenses
- Sangfor & Untangle NG Firewall administration (Application Control/ VPN Server/ Web Control/ Reporting etc.)
- Manage the organization's infrastructure including networks, servers, APs and low-current systems
- Wi-Fi Cluster management (Ubiquity, TP-Link)
- Manage On-premise, co-located & cloud virtual & physical servers
- Supervise technical support for global users
- Support DevOps operations aligned with the software development team
- Backup management (Servers, Databases, VMs etc.)
- Administer Licensing management (Windows/ Office 365/ Google Workspace/ Antivirus/ Misc. applications)
- Dashboard Reporting (Excel, Power BI)
- Planning and Execution of IT policies
- Manage staffing, training & coaching of department
- Assist in budgeting & planning
- Procurement of technical equipment and solutions to make the process better
- Strong coordination with vendors

Projects/Achievements:

- Implemented Snipe-IT Asset/Inventory Management System for managing IT assets, equipment & licenses
- Implemented Helpdesk Ticket Management System for IT & facility management
- Implemented Click Up for task management
- Network & CCTV infrastructure for new office floor & clinical facilities

CloudBuzz   June 2023 — Sept 2023

ERP Implementation Lead (Consultant)

Responsibilities:

- Collaborate with clients to gather and analyze their business requirements, processes, and workflows, and translate them into ERPNext configuration and customization requirements.

- Install and deploy ERP instances on cloud including staging and production servers.
- Configure initial setup including setting up Chart of accounts, Cost centers, Application branding, Customize modules, forms and reports, charts, user roles and permissions etc.
- Configure the ERPNext system based on the client's business requirements, including setting up master data, workflows, forms, reports, user permissions, and other system settings.
- Identify customization needs and work with the development team to design and implement custom features, integrations, and extensions to meet specific client requirements.
- Conduct thorough testing of ERPNext modules and features to ensure they meet the defined requirements and function as expected. Identify and resolve any issues or bugs that arise during testing.
- Conduct user training sessions to familiarize clients with the ERPNext system, its modules, and functionalities. Provide ongoing support and assistance to users, addressing their queries and issues related to ERPNext usage.
- Prepare comprehensive documentation, including user manuals, training materials, and standard operating procedures (SOPs) for the ERPNext system. Keep documentation up to date with system changes and enhancements.
- Stay updated with the latest ERPNext features, modules, and best practices. Provide suggestions for system enhancements, process improvements, and optimization to maximize the client's ERPNext experience.

Interactive Research & Development - IRD Global
Jan 2021 — Feb 2022

Sr. Support Executive

Responsibilities:

- ERPNext Techno-Functional administration (Technical lead)
- Administer Google Workspace Email management
- Supervise Task Management with Click Up
- Supervise Snipe-IT Inventory Management System for IT assets, equipment & licenses
- Sangfor & Untangle NG Firewall administration (Application Control/ VPN Server/ Web Control/ Reporting etc.)
- Manage the organization's infrastructure including networks, servers, APs and low-current systems
- Wi-Fi Cluster management (Ubiquity, TP-Link)
- Manage On-premise, co-located & cloud virtual & physical servers
- Supervise technical support for global users
- Support DevOps operations aligned with the software development team
- Backup management (Servers, Databases, VMs etc.)
- Administer Licensing management (Windows/ Office 365/ Google Workspace/ Antivirus/ Misc. applications)
- Dashboard Reporting (Excel, Power BI)
- Planning and Execution of IT policies
- Manage staffing, training & coaching of department
- Assist in budgeting & planning
- Procurement of technical equipment and solutions to make the process better.
- Strong coordination with vendors

Projects/Achievements:

- Deployed Snipe-IT Inventory Management System for managing IT assets, equipment & licenses
- Network & CCTV infrastructure for new office floor & clinical facilities
- Initiated task management with Click Up

Interactive Research & Development - IRD Global
Dec 2018 — Dec 2020

IT Support Officer

Responsibilities:

- IT/Network Support
- Inventory Management
- Dashboard Reporting (Excel, Power BI)

- Manage Redmine Helpdesk Ticketing system
- Data center management
- Backup management (Servers, Databases, VM's etc.)
- Wi-Fi Cluster management
- DVR System management
- Client Support - Hardware/Software troubleshooting (Remote support for regional & global users)
- Procurement of IT equipment

Uniferoz (pvt.) Ltd.   Jan 2016 — Dec 2018

IT Officer

Responsibilities:

- Microsoft Dynamics AX 2012 R2 administration
- Windows Server & Active Directory Administration
- Threat Management Gateway server policy management
- MDaemon Email server management
- ERP Systems configurations on client side
- Administration & Maintenance of Virtual Servers
- Backup management (Servers, Databases, VM's etc)
- Website & E-Commerce management (Wordpress CMS)
- DVR System configuration & management
- Hardware/ Software & Network troubleshooting
- Procurement of IT equipment

Projects/Achievements:

- Assisted in Implementation of Microsoft Dynamics AX 2012 R3
- Assisted in design and development of Data Center
- Assisted in design and development of Network Infrastructure
- Corporate Website Re-Engineering

Rehmpack (pvt.) Ltd   Aug 15 — Sept 15

IT Officer (Intern)

Responsibilities:

- IT Support services
- Assisted in development of network infrastructure
- Assisted in Designing of Radio Link connectivity
- MDaemon Email Server management
- Deployment of new Computer Systems with Installation of all users
- Hardware/Software & Network troubleshooting

ACADEMIC QUALIFICATIONS

MBA (Management Information System)   Jan 2017 — June 2019

Muhammad Ali Jinnah University

BS (Computer Science)   2011 — 2014

Ilma University

Intermediate (Pre-Engineering)   2009 — 2010

Govt. Degree Boys College Gulzar-e-Hijri

Matriculation (Computer Science)   2007 — 2008

Happy Palace School

PROFESSIONAL QUALIFICATIONS

Introduction to Google Workspace Administration
Google Cloud Boost

Google Cloud Essentials
Google Cloud Boost

AWS DevOps Professional
Omni Academy

MCSA
OnWire

CCNA
Computer Collegiate

Web Designing
AMI Apex

OTHER SKILLS

- ERP Systems & other management tools
- Windows/ Server/ Linux Administration
- Cloud & Virtualization (Hyper V, VMware, Virtual box etc.)
- Dashboards & Analytics