

Shahrukh Sheikh

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Career Objective

To support the growth and profitability of an organization that provides the challenge encourages and achievement with the opportunity to utilize my substantial experience, skills and proven abilities in Information Technology.

Qualifications

Academic: B. Com., Degree Course from the University of Sindh, Jamshoro, Hyderabad Sindh, Pakistan.

Technical: MCTS, MCITP, and CEH. (Certificate number: ECC3598270461).

Technical Training: Microsoft SharePoint 2015, Cisco Certified Network Associate and Microsoft Exchange Server.

Other Training: Compliance: ISO 9001:2015 QMSA Quality Management System Auditor.

Fire Safety Awareness: Fire Safety Level 1 – Civil Defense Dubai.

Job Skills and proficiencies

- Effective organizational skills coupled with the ability to collaborate across functional areas and business units.
- Strong problem solving and troubleshooting skills required, often in high-pressure situations.
- Ability to interface and negotiate with different levels of management within the organization.
- Have a flexible approach to working hours, including possible weekend/holiday work.
- Strong Team player well-spoken work as part of a support team.
- Quick Decision making, work independently and use initiative.
- Keep up-to-date with technologies and integrations.
- Rapidly absorb and act upon detailed material.
- I work hard and don't give up easily.

Some of the Projects have done

- Successfully Implement **advanced remote administration for centralized security oversight ESET.**
- Successfully deploy **DMARC, DKIM Domain impersonate**, spoofing attack defend preventing the measure.
- Compliance Software Asset Management & Compliance of THOF FZE for **Microsoft Gulf.**
- Successfully **migrated 63 users on Office 365 Managing and administrating.**
- Support in **Microsoft dynamics GP Upgradations.**
- Deploy **Acronis DR Solutions on-premises and DRaaS.**
- Successfully **Implement Security Solutions for Business endpoints security ESET.**
- Support in **Microsoft dynamics CRM Upgradations.**
- Successfully **deploy NGFW FortiGate, Aruba and SonicWall.**
- Provide **IT Consultancy to United Nations Pakistan** for design, supply and execute Also, manage network infrastructure.
- Fully support in **VAT Modification** Configuration in Microsoft Dynamics GP and CRM at all levels.
- Fully support in Upgrading finance reports from **Crystal reports to SSRS** and other required sales operation reports modifications.

Organization: TechHard Oilfield Supplies FZE, JAFZA, Dubai
Period: November 2017- to date
Designation: IT/Network Infrastructure and Information Security Manager



- Plans organize and direct the activities of the infrastructure and operations.
- Office 365 Management, compliance and security. DKIM, DMAR, ATP.
- Managing Security appliance, Fortinet, Aruba, and SonicWALL.
- Planning and develop procedures to measure network devices and applications capacity for current and upcoming requirements activities and based on the measures coordinate accordingly to acquire additional resources.
- Experience leading security analysts and administrators in firewall configurations, security testing, and IT controls.
- To ensure existing levels of performance enough for the technical infrastructure.
- Ensure all data backup systems are performing as configured for complete backups each day and logged according to the firm's backup policies.
- Develops plans, procedures, and activities to support business recovery when problems occur including backup and restoration procedures, vendor agreements, spare parts, data retention, and restoration planning.
- Provide superior quality and service to all firm technology users. Respond promptly and courteously.
- Identify the solutions timely and accurate to the issues.
- Assured issues are logged and being the monitor to maintain technical and operational documentation.
- Monitor their organization's networks for security breaches and investigate a violation when one occurs.
- Install and use software, such as firewalls and data encryption programs, to protect sensitive information.
- Report writing for security breaches extent of the damage caused by the breaches.
- Conduct penetration test randomly to prevent attacks as a security measure.
- Research the latest information technology (IT) security trends to secure network.
- Help plan and carry out an organization's way of handling security.
- Develop security standards and best practices for their organization.
- Help computer users when they need to install or learn about new security products and procedures.

Organization: TechHard Oilfield Supplies FZE, JAFZA Dubai, UAE
Period: February 2016 - November 2017
Designation: IT Technical Support Managerial



- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Perform data backups and disaster recovery operations.
- Perform routine network startup and shutdown procedures, and maintain control records.
- Design, configure and test computer hardware, networking software, and operating system software.
- Complete administration maintenance and management Microsoft Dynamics GP, CRM and SQL.
- Confer with network users about how to solve existing system problems.
- Analyze equipment performance records to determine the need for repair or replacement.
- Maintain logs related to network functions, as well as maintenance and repair records.
- Research new technology, and implement it or recommend its implementation.
- Maintain an inventory of parts for emergency repairs.
- Coordinate with vendors and with company personnel to facilitate purchases.
- Deploy ESET business security with centralized management and Remote Administrator for business endpoints solution across the company. This action simplified the deployment of new software upgrades due to the push technology used.
- Monitor, network to find the gap and to improve for upcoming challenges for flawless business continuity.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.

Organization: Aljazira International Group (Arabian Premiers Trading), Dubai, UAE
Period: February 2009- February 2015
Designation: Engineer Information Technology Management



- Supporting all aspects of fault rectification to strict SLA's, including hardware/software (predominantly Windows Server/Workstation environment).
- Interface between Business Managers and IT, ensuring that business developments linked with ICT have the early Involvement of the section.
- Implemented technical solutions to complex ICT technical infrastructure problems.
- Identified change management cycles, and managing solution projects from to completion via teams of contractors plus internal resources, ensuring they are delivered on time and within budget.
- Assisted in formulating and implementing IT policies.
- Ensured maximum benefit from Information Technology and that such application is capable of accommodating future requirements.

Organization: SAFWCO(World Bank Projects), Hyderabad Sindh, Pakistan
Period: January 2003 - January 2009
Designation: Assistant Project Officer IT Management



Supervision of 150 computers network, Implementation, Installation, Maintenance, and management of Microsoft Windows-based Servers and workstations at liaison office and all IT related issues at liaison office and remote areas' stations at various locations of the state.

- Scalability, Administrative Access, Maintenance Planning, deployment, Fault Tolerance, Print Services, Managing Help Desk, Files Services.
- 2nd and 3rd line support to over 150 users (13 remote sites).
- Regular field visits of 13 remote sites stations.
- Supported and configured wireless connectivity, WAN/LAN, VPN Remotes sites and managing
- E-mail Server (mail.safwco.org) on MDaemon 7.2
- Diagnose and solve hardware/software faults.
- Install and configure computer hardware operating systems and applications.
- Test and evaluate new technology.
- Troubleshoot system and network problems.
- Implement secure wireless network system and tackle daily technical issues.
- Deploy Security Policies and procedures.
- Staff training for newly launched software and data security issues.
- Support for technical and guidance for tracking for 3 Multimedia Training Halls.
- Implement and execute data back-up and other system housekeeping procedures.
- Plan and execute data backup, contingency backup, set up policies and emergency retrieval.
- Maintain the record of actions taken to resolve LAN/WAN, Network and all other end users' issues.
- Support network installation and survey to assist for improvements.
- Fully support of IT in Seminars, conference's, meeting, etc.
- Worked closely and effectively with vendors to replace/repair defective equipment.

Organization: ZEBRA STORE (INTELLINET BRANCH), Hyderabad Sindh, Pakistan
Period: March 2001- to May 2003
Designation: Network Administrator

Assist in designs backbone infrastructure, network facilities, wide area networks, local area network, to provide reliable Internet access, remote access to the 1300 clients.

- Monitor and maintain Nodes servers at hardware & network connectivity level.
- Create, manage and terminate user accounts, Provided business-clients with efficient support.
- Managing, installation, and troubleshooting ISA server, Microsoft Exchange Server and its securities.
- Monitor replication activity and respond to related problems.
- Communicate for necessary actions effectively to representative and customer.
- Stepped in and fielded technical customer calls.
- Troubleshoot, monitor and maintain mail routing, Responded to support phone calls.
- Provide daily support to the assigned user, Monitor disk space utilization across assigned servers.
- Resolve Notes issues escalated by help desk support teams and procedures.
- Maintenance & Updates / Upgrades to all Hardware & Software.