

MUHAMMAD KHALID ILYAS

Microsoft System Engineer | IT Desktop Support Engineer | IT Helpdesk Support | IT ERP & Application Support

✈ **Visa:** Visit - UAE

♦ **Nationality:** Pakistan

♦ **Email:** mkhalidilyas@gmail.com

♦ **Mobile:** +971-582870502, +92-345-2052434



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IT Support Specialist | Hardware & Network Peripherals Support | IT Peripherals Support | IT related procurement | Software Support

JOB ROLE SUMMARY

Experienced IT Professional with a focus on results, skilled in Talent Acquisition, IT Helpdesk Support, IT ERP and application support, deployment, IT desktop support, and Computer Hardware, Network & Software Support. Dedicated to establishing robust relationships with end-users and clients, addressing Information Systems solutions, and promptly resolving user issues. Manage Internet, desktops, laptops, Printers, scanners, projectors, and other computer hardware and peripherals. Relocating or moving existing equipment as required. Installing and upgrading operating systems and computer software. Installing and maintaining hardware and computer peripherals.

Responding to office personnel requests for issue resolution and software installation in adherence to company standards. Overseeing routine preventive procedures, including the maintenance and monitoring of IT rooms and hardware checks. Maintaining logs and ensuring timely follow-up on issues with users and clients. Conducting health system checks within areas of responsibility. Responsible for monitoring and tracking corporate IT assets.

PROFESSIONAL EXPERIENCE

I. DEPUTY MANAGER INFORMATION TECHNOLOGY

ERP Support Team Lead & General Administration

(Job Description on Next Page)

WATERLINK GROUP OF COMPANIES

(Karachi, Pakistan)

August 2012 - December 2023

Company Overview: Waterlink Group is a multi-national group engaged in the Shipping and Supply Chain Industry since 2003 and has earned the support of major businesses across the world.

II. MANAGER INFORMATION TECHNOLOGY

ERP Support Team Lead & General Administration

(Job Description on Next Page)

NATIONAL MEDICAL CENTRE

(Karachi, Pakistan)

August 2003 - December 2012

Company Overview: Since 1999, the National Medical Centre has been delivering comprehensive healthcare services.

III. NETWORK ADMINISTRATOR CUM APPLICATION ENGINEER

ERP Support Team Lead & General Administration

(Job Description on Next Page)

INTERNATIONAL SYSTEM TECHNOLOGY

(Karachi, Pakistan)

July 2000 - August 2003

Company Overview: Since 1992, Information Systems Technology has been delivering The complete IT solutions (Hardware, Network and Infrastructure) to small businesses as well as comprehensive ERP solutions

PROFESSIONAL TRAINING & CERTIFICATION

Oracle 9i Master Program (1 Years)

ORACLE UNIVERSITY, TECHNO-ED PVT. LTD. (ORATECH)

DBA & DEVELOPER

2008-2009 (KARACHI, PAKISTAN)

Microsoft Certified Desktop Support Technicians (6 Month)

S.M.Z. COMPUTER INSTITUTE

MCDST Windows 2000, XP 2003

2004 (KARACHI, PAKISTAN)

Microsoft Certified System Engineer (MCP ID 207320)

S.M.Z. COMPUTER INSTITUTE

MCP | MCSE Windows 2000

2000-2001 (KARACHI, PAKISTAN)

Network and Hardware Short Course (6 Month)

SITE PROFESSIONAL COMPUTER & ENGLISH LANGUAGE INSTITUTE

Diploma Course

2000 (KARACHI, PAKISTAN)

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Computer Maintenance Diploma program (1 Year)

TECHNO MEN INSTITUTE OF COMPUTER SCIENCE, ENGINEERING & TECHNOLOGY
SINDH BOARD TECHNICAL OF EDUCATION

Hardware & Network Solutions

1999 (KARACHI, PAKISTAN)

ACADEMIC EDUCATION

Graduation Degree

UNIVERSITY OF SINDH JAMSHORO

Bachelor in Commerce

December 2000 (JAMSHORO, PAKISTAN)

Higher Secondary School Certificate

BOARD OF INTERMEDIATE EDUCATION

Intermediate in Commerce

December 1998 (KARACHI, PAKISTAN)

Secondary School Certificate

BOARD OF SECONDARY EDUCATION

Computer Sciences

April 1996 (KARACHI, PAKISTAN)

JOB DESCRIPTIONS:

ERP Support:

Technical Solution Design: Collaborating with consultants to grasp business requirements and translate them into technical designs.

ERP Configuration and Customization: Formulating and executing enhancements, workflows, reports, and interfaces to optimize system performance.

Data Migration and Integration: Coordinating with the Data Migration team to strategize and execute data migration plans.

System Testing and Quality Assurance: Conducting thorough testing of technical configurations, customizations, and integrations.

Technical Documentation: Crafting comprehensive technical documentation, including system designs, technical specifications, and configuration guides.

Continuous Improvement: Staying updated on the latest ERP updates, features, and best practices to enhance technical solutions.

Technical Support: Provide the technical support to end-users, addressing hardware and software issues promptly and effectively.

Hardware Maintenance: Install, configure, and maintain computer hardware, peripherals, and network devices.

Software Support: Assist the installation, configuration, and troubleshooting of software applications, ensuring compatibility and security.

Network Management: Monitor and maintain the company's network infrastructure, troubleshoot connectivity issues, and ensure optimal performance.

Security: Implement and maintain IT security measures, including antivirus software, firewalls, and data encryption.

Backup and Recovery: Develop and implement backup and recovery procedures to safeguard critical data.

Documentation: Maintain accurate records of IT inventory, configurations, and support activities.

TECHNICAL SKILLS:

- Manage Email Services, Websites, C Panels, Web portals and Cloud Storage.
- Manage Enterprise server (HP G9, G8 and G7).
- Virtual machine technology using VMware ESXi, Microsoft Hyper-V, and Vsphere.
- Windows Server 2003/2008/2016/2019, Manage Active Directory and user policies, Terminal Server, File Sharing Servers.
- Utilizing database backup utilities such as SyncBackPro, ownCloud and comparable options.
- Oracle 9i/ 10g/ 11i Database Server.
- Microsoft SQL Server.

MAJOR ACHIEVEMENTS:

Implemented streamlined Process:

- Human Resources Management System
- Financial Management System
- Procurement and Asset Management System
- Freight Management System
- Warehouse Management System
- (Custom Bonded, Non-Bonded)
- Oil Storage and Cargo Terminal Management System.
- HMIS (Hospital Management Information System)
- Manage OT & ICU medical-related application.

ADMINISTRATION:

- Adhering to SOPs, provide satisfactory responses to team members, office staff, external visitors, and vendors.
- Arrange workspaces and address administrative requirements for the team.
- Handle vendor invoices, contracts, and related matters.

BEHAVIORAL COMPETENCES:

- Excellent Communication Skills
- Empathy and Emotional Intelligence
- Strong Problem-Solving Abilities
- Adaptability and Flexibility
- Collaborative and Team-Oriented
- High Integrity and Ethics
- Effective Conflict Resolution
- Leadership and Motivation & Time Management

REFERENCES

CAN BE FURNISHED UPON REQUEST