

Shahzad Zafar

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Summary Profile

Information Technology management professional with almost 10 years' experience in systems analysis, team leadership, program testing, and problem resolution, as well as professional development. Skills include written and verbal Communications, Time management, Team management, Critical thinking, and Hiring best resources for Organization, and departmental operations. Qualified to manage projects involving IT Infrastructure design, deployment from scratch & IT operations management based on ITIL best practices.

Executive Skill Set:

LEADERSHIP

- Cost Saving
- IT Operations Planning
- Project Implementation Planning
- Executive Project Oversight

TECHNOLOGY

- MS & Citrix based Virtual Infrastructure
- Incident & Change Management
- Enterprise Management System
- Process Quality Optimization

PEOPLE

- Performance Management
- Team Management
- Self effectiveness
- Outsourcing

Career summary & performance highlights:

Regional Manager IT Infrastructure South Warid Telecom (Pvt) Ltd 2010 till Date

Re-engaged by National Manager Infrastructure, Warid Telecom to join & lead south region's Infrastructure & operations team, advising on strategy development to support business units to combat operating cost challenges.

- Cost minimization of regional IT Infrastructure & operations.
- R&D for new technological requirements of Warid.
- Implementation of IT policies in region
- Training & development of technical resources for operations optimization.
- Regional IT procurement.
- Process Optimization, Quality of service to end users.
- OLA & SLA agreements with business units and vendors.
- Team management, performance assessment & feedback.

Sr. Sys Admin, Client Services & EMS MCB Bank Ltd Nov 2008-Apr 2010

Hired by Bank's team to implement & operate ITIL based CA servicedesk software & team, including other NMS systems, the deployed system needed improvements in terms of design, process & policies, with added responsibility to run operations & enforce policies for data center.

- Responsible for backups and restores of all NMS applications

- Administrations of all NSM application providing critical downtime information to business units & central bank.
- SLA & OLA implementation in system with operations teams performance reports
- Tuning and tweaking of all NMS databases.
- Ensuring the data center productivity as per the defined standards of the company.

Earlier career accomplishments

I.T Executive Infrastructure Warid Telecom (Pvt) Ltd Nov 2005-Nov 2008

The main goal is to assist Regional IT Managers in day to day Infrastructure activities. Main goal is to assist Regional IT AM's in day to day Infrastructure activities. Facilitate Senior Executives to manage Regional Domain servers and help Regional Managers to monitor I.T activities in their regions effectively and efficiently

Key Performance Indicators KPI's

- System availability
- Operations efficiency
- Quality of Service

Technical knowledge Engineer Etilize Pakistan Jul 2005 - Nov 2005

Managing and producing Parameterized, searchable, Normalized content & Quality Assurance.

Assistant network administrator Dawood Yamaha Limited Jul 2004 - Jun 2005

Level 1 support including troubleshooting computer, printer, and other peripheral problems, Servers configuration and maintenances, Sites communications, Organized and facilitated group-wide Technical Support, I.T Inventory, further more executed a project to migrate all emails users from CCmail to Microsoft exchange nationwide, this also include updgradation of network from novel netware to IP v4.

Professional development:

TECHNICAL SKILLS:

Operating Systems	Windows 2003 Server, Windows 2008 R2, Redhat Enterprise Linux 4
Software & Tools	<ul style="list-style-type: none"> • MS SCCM server • MS Active directory 2003 • SCOM server • MS forefront server • MS Sql server • MS Hyper-V server • MS file & print server • MS Remote desktop service (RDP) • Citrix XenApp 6.5 • Citrix Streamed VDI 6.5 • Citrix XenDesktop 6.5 • CA Unicenter Servicedesk • CA Unicenter Asset Management • CA Unicenter NSM • CA Unicenter Security & Audit
Languages	C++, VB.net, C Sharp
Hardware	Dell PowerEdge Server Series, HP Proliant server Series, EMC Storage, Dell Tape Libraries, IBM desktops & Latops (T60,T61,400,400i), HP Elitebook

Professional & Technical Trainings:

Technical Trainings	Windows 2003 Server, Exchange 2003 migration, Unicenter ServiceDesk implementation & Administration, Unicenter NSM implementation & Administration, CA Unicenter Security command center Implementation & Administration, Ericson Mobile Email deployment for domino & exchange, Windows 7 Planning and deployment, CA eAudit Installation & Administration, Redhat Enterprise Server 4 (033 – 133 – 253), Windows Vista Planning and deployment, ITIL V3 Foundation Training
Soft skills	Internal Customer Service, Stress Management, Critical Thinking & Analysis, Time Management, Self-Management & Prioritization, Hiring Managers, Fire Fighting

Credentials

B.C.S Software Engineering (Hons) from PAF-Karachi Institute of Economics & Technology Karachi in 2003
MCITP

Projects:

My organization Warid Telecom wanted to replace End of life desktops with new hardware, we have tested all available virtualization platforms for "application as a service", with POC in production environment products tested for "application as service" include Xenapp 6.5, Microsoft App-V, Vmware Thinapp, POC convinced us to go for application as a service as it more cost effective to implement and deliver better service to our user on slow network links, finally Xenapp 6.5 selected as product to implement.

Server Infra:

Cisco UCS

Vmware Vsphere

Windows Server 2008 R2

Netscaler MPX 5500

EMC VNX 5300 Storage 4 TB useable

ThinClient HP T510, OS Thinpro, and centrally managed

Published more then 13 application over heterogeneous network

Worked as technical lead in this project responsible for project evaluation, design and deployment during project and now responsible for overall operations of 400 clients nationwide.