

# Muhammad Nawaid Khan

IT Engineer

-  Sharjah
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Methodical IT Administrator with 14 years maximizing human and technical resource contributions to optimize business operations. Proponent of integrating emerging technologies to heighten IT activity efficiency. Dedicated to enhancing service outcomes and reducing response times to safeguard consistent IT and sales operations.

## Skills

- OS: Win2k, 2k3, 2k8, WinNT, WinXP, Win9x, Windows 7, Windows 10 
- Network: TCP/IP, DNS, DHCP, WINS, OSPF, EIGRP, RIP 
- Hardware: HP | Dell Server Hardware, HP | Dell Business Workstations, Cisco Switches & Routers 
- Languages: HTML, Java-Scripting, SQL, CSS, ASP.NET, VB.NET 
- Applications: Back-up, Symantec Anti-virus, MS Office 2k3, 2k7 and 2k13, Proxy Server, Mailer-Daemon, Photoshop, Dream weaver, Aqua Studio, Swish, Fireworks 
- ASTROLABS Bootcamp Activities 
  - I have completed 99 hours with hands-on Full Stack coding coursework by completing real-world projects using the MERN stack technologies.
  - I have also learned Data Structures and Algorithms by using Python and JavaScript
  - Learned to design and model database by using MongoDB Database
  - Built and design REST APIs by using NodeJS/Express JS/MongoDB
  - Built frontend application by using ReactJS/HTML/CSS3/Bootstrap and consume REST API to pull and update data between client and server

- User authentication by using Express Middleware/Passport JS/JWT/B-crypt Token strategy.
- Hands-on practice with Devops by using Heroku/Netlify application deployment and hosting.



## Work History

2020-06 - Current

### ● IT Administrator

*A one Tourism, Dubai, UAE*

- Currently providing IT support to the users and assisting in IT Enterprise projects, establishment and configuration of servers, networks and its devices including routers, switches, firewall and online data backup operations.
- Also, facilitates in website development, hosting and domain services inclusive of security CCTV cameras with DVR and NVR devices troubleshooting, installation and configuration.

2007-03 - 2018-12

### ● Computer Network and Systems Engineer

*Sharjah National Travels & Tourist Agency, Sharjah, UAE*

- Installing, configuring and troubleshooting Routers, Networking problems, Switches, Wireless Access points and Cisco devices administration
- Configuring LAN, WAN and DHCP IPs on PCs and Network Devices
- Windows Server Deployment | Active Directory Installation & Administration
- Virtual Servers Maintenance | Updates | Support
- Data Contact Center Server | Client applications Support & Coordination with Vendors
- Email Server Installation | Updates | Administration & Support
- CRM Server Installation | Maintenance | Updates | Support
- Microsoft SQL Server based Database Administration | writing SQL statements
- Server Support | License management | Patch Management
- Firewall Configuration & Administration
- Hands on experience as Process Leader for System and Equipment
- Sonicwall CDP (Continuous Data Protection) Configuration, Operation & Support
- Cisco Router, Switch & Wireless Access points Administration
- Backup Tapes | Network Device & Restore Operations
- Linux Administration | Installation
- Website Development, Domain and hosting registration.
- Desktop Operating System Deployment | Win-XP | Vista | Server | 7 | 10

- Users Support for a distributed environment across 26 remote branch locations
- ADSL Routers | Switches | WiFi Access Points Installation, Configuration & Cable connections
- Antivirus Installation | Updates & Configuration
- Installing, configuring and troubleshooting Network Printers
- Installing, configuring and updating Galileo and Sabre GDS
- Raising Technical issues and resolving follow up with Product Support team
- Configuring POP3 and Exchange Microsoft Outlook emails setup for users
- Attended AWS Cloud services conferences



## Education

2003-01 - 2008-11

- **Bachelor of Science (Hons) in Computing**

*University Of Wales - United Kingdom*

2004-01 - 2006-12

- **International Advanced Diploma in Computing**

*Informatics Academy - United Kingdom*

2003-01 - 2003-12

- **Diploma in Computer Studies**

*University Of Cambridge - United Kingdom*



## Certifications

2021-08

- Full Stack Coding Bootcamp Certificate (awarded by: ASTROLABS)

2009-06

- Microsoft Certified Professional (MCP)

2010-03

- CompTIA A+ certified

2012-11

- Altitude UCI Manage the Unified Contact Centre Training Certificate

2007-04

- Galileo Core System Training Certificate (awarded by: Emirates Aviation College)

2007-05

- Galileo Fares and Ticketing Certificate (awarded by: Emirates Aviation College)

2008-11

- Sabre Conversion Certificate (awarded by: Emirates Aviation College)



## Languages

- English



- Urdu



- Arabic





## Projects

- Group Project completed on NodeJS, JavaScript, ReactJS with backend MongoDB database, uploaded on [GitHub\(https://github.com/nickzimmermann/Quicklify\)](https://github.com/nickzimmermann/Quicklify)
- Website developed and hosted online using technologies ASP, HTML, CSS and Java Scripting programming languages.
- WordPress based website developed and hosted online.



## Additional Information

- Born July 31, 1982, Pakistani, UAE Employee Visa & Driver's License
- Reference: Anzar Uz. Zaman, Assistant Area Facilities Manager, Geco Mechanical & Electrical LTD, Sharjah, Contact No: 050-9826770