

Muhammad Ali Tariq
(IT Manager)
14 years' Experience in IT
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Career Summary:

Sr. Business Consultant	Commercial IT Pvt. Ltd. Lahore, Pakistan	July 2021 – Till Date
I.T Manager	Pearl Continental Hotel Malam Jabba, Pakistan	October 2019 – March, 2021
I.T Manager	Media One Hotel FZ LLC, Dubai, U.A. E	October, 2012 – December, 2018
Asst. I.T Manager	Holiday Inn Hotel, Sharjah, U.A.E - IHG	July 2009 – September 2012
I.T Coordinator	Intercontinental Dar Al Tawhid Makkah, KSA	April 2005 – June 2009
Credit Collector	Premier Formica, Peshawar	February 2002 – March 2005

Senior Business Consultant – July 2021 till date.

Commercial IT Pvt. Ltd. Lahore, Pakistan:

As a senior team member in the company, I was providing consultancy to the companies' clients with their ongoing and upcoming projects. Preparation of necessary documentations for the project assigned to me and coordinating with the site in-charge.

- A successful project was completed at PC Hotel Malam Jabba for Banquet Sound System, deploying the new audio visual system and keeping in operation the currently installed speakers.
- Successful completion of Manage Print Solution at Sapphire clothing Lahore, deployment of HP MFP devices for reducing the printing cost.
- Successful completion of entire network upgrade and restructuring of FC Security & Service Peshawar.
- Currently associated with a networking project assigned by UNODC for the deployment of network switches, Cat 6 cable laying and mounting, configuring of Wireless Access point in KP Prisons.
- Deployment of Opentec passport scanning in Pearl Continental Hotel Malam Jabba Swat for scanning of inbound guest passport and local resident NIC scanning and uploading into the Hotel Property management system (IDS).
- Providing 1st level of technical support to our technical teams, as per the requirement and situation.

IT Manager (Pre-Opening Team) October 2019 till March 2021.

Pearl Continental Hotel Malam Jabba Pakistan:

PC Hotel Malam Jabba, Pakistan's first five-star ski resort hotel property, overlooking majestic Hindu Kush mountains, a complete tourist destination for families and friends on vacation, nature lovers and adventure enthusiasts. PC Hotel Malam Jabba has 76 rooms with F&B restaurant and outlets including Banquet Hall, Meeting Room and Board Rooms, occupying approx. (294,030 Sq feet).

Projects and Achievements

- ✓-. Proud to be a member of Hotel pre-opening team, deployment of entire IT infrastructure solely.
- ✓-. This property was chosen as a pilot property for the IDS Fortune Next PMS system deployment among the entire Hashoo Hotels which was successfully deployed, interfaced with the other systems such as Alcatel PBX, Salto Door Lock system and other hotel guest services.

✓-. For the very first time Sophos XG 330 redundant firewalls were deployed and interfaced with Corporate network of FortiGate firewalls.

✓-. Successful deployment of Salto Door Lock system including IDS PMS system interface.

✓-. LG Pro-Centric IPTV deployment was done for the very first time in the entire Hashoo hotels of Pakistan.

✓-. Deployment and Installation of Rukus SmartZone 300 Wireless Controller and access point in the entire Hotel.

Administration Responsibilities:

Reporting directly to the Hotel Manager, handling entire hotel IT department operation solely. Involved in IT budgeting, acquisition of new software, system and hardware, planning & implementations, upgradation of IT software and systems. Monthly reporting and maintaining the log of backups and maintenances. Implemented policies related to IT security and standards.

Technical Responsibilities:

- Technical knowledge and skills in IDS PMS, POS, Back Office, Material system.
- Managing Domain Controller(s), DHCP services, User privileges.
- Knowledge and skills of Microsoft Server operating systems 2003, 2008, 2012, 2016 on HP Server Farm DL 380 and DL 360.
- Handling of Microsoft Office 365 E3 users.
- Windows 7 and 10 user end installation and troubleshooting knowledge and skills.
- ▪ Managing of HP Core switches 5412zl, Edge switches 3500yl PoE required for day-to-day IT operation requirement.

- Knowledge and experience in IPTV, setup, configuration which includes server level and end to end support.
- Supporting Sophos Firewalls XG330 for routing and security with HA.
- Managing Alcatel PBX for guest rooms and admin, creating and assigning new extensions, backup.
- Managing Hotel IT assets such as desktops, laptop, Printers, scanners, including user training and troubleshooting.
- Full IT risk assessment including business continuity, business process mapping, desktop policies, IT controls and governance structure reviews.

IT Manager October 2012 till December 2018 Media One

Hotel and Tower Dubai, U.A.E:

Media One is a lifestyle hotel well known in providing the Hip Hospitality. Hotel has 264 rooms, 6 F&B outlets situated in the heart of Dubai Media City. Media One Tower approx (250,000 sq feet) occupied with international brand such Bain&Company, Motivate Publishers, Delta Partners, American Express, Virgin Electronics, Virgin Hyperloop. In the capacity of IT Manager, I have gained wide experience and proven my skills in the following areas:

Projects and Achievements

✓-. Successful upgrade of 274 Door locks from Siemens system to VINGCARD, in compliance with new technology i.e. BLE key card door lock system.

✓-. HSIA upgrades for 264 rooms including 3 meeting room floors.

✓-. Implementation of Fortigate 500D redundant firewalls.

✓-. Upgraded Oasys 2009 payroll system to Oasys H2A.

- ✓-. Upgraded Sun back office 4.3.3 to 6.2.
- ✓-. Implementation of ELFIQ Internet Multiple link aggregation for multiple Internet ADSL lines.
- ✓-. Implemented VMWARE technology for Administration section of Media One Hotel.
- ✓-. Upgraded Domain Controller environment from Windows 2003 to Windows 2012.
- ✓-. Successful upgradation of Opera PMS 5.0.03 to 5.0.05, Micros 9700 V3 to V4.
- ✓-. Complete backup implementation of VERITAS Symantec and Veeam backup on HP 2024 Tape library.
- ✓-. Deployment of Hotel Service Optimization System (HOTSOS)
- ✓-. Replaced entire Media One public area HSIA from HP to Huawei Wi-Fi technology.
- ✓-. Implemented Canon MPS system including UNIFLOW system.

Administration Responsibilities:

Reporting to Director of Finance, handling entire hotel IT department operation solely. Involve in IT budgeting, acquisition of new software, system and hardware, planning & implementation upgrade of IT software and systems. Monthly reporting and maintain the log of backups and maintenance. Implemented policies related to IT security and standards.

Technical Responsibilities:

- Technical knowledge and skills in Opera PMS, S&C and MICROS POS.
- Managing Domain Controller(s), DHCP services, User privileges.
- Knowledge and skills of Microsoft Server operating systems 2003, 2008, 2012 on HP Server Farm DL 380 and DL 360.
- Handling of Microsoft Exchange 2013 DAC servers for CAS and databases servers.
- Windows 7 and 10 user end installation and troubleshooting knowledge and skills.
- Jumbotron Digital Billboard, XNIC lobby Signage and Elevision Elevator signage knowledge.
- Managing of HP Core switches 5412zl, Edge switches 3500yl PoE required for day to day IT operation requirement.
- Knowledge and experience in IPTV, setup, configuration which includes server level and end to end support.
- Supporting Fortigate Firewalls 500D for routing and security with HA.
- Managing Cisco call manager and IP phones for guest rooms and admin, creating and assigning new extensions, backup of call manager periodically.
- Full IT risk assessment including business continuity, business process mapping, desktop policies, IT controls and governance structure reviews.
- Experience in working SQL Server Management Studio, SQL Profiler, SQL Query Analyzer, Import/Export, Visual Studio 2005/2008, Oracle PL/SQL

Asst IT Manager July 2009 – October 2012

Holiday Inn Sharjah (Sharjah UAE) (5 Star Property with 180 Rooms)

Projects and Achievements

- ✓- Operated both properties IT operation (Holiday Inn Downtown Dubai and Holiday Inn Sharjah) for a quarter of a year.
- ✓- Successfully upgraded HSIA Wireless Project Holiday Inn Sharjah for 180 rooms.
- ✓ - Upgraded Email system from conventional POP email technology to Google Cloud mail system for entire hotel.
- ✓ - Provided the Data Privacy Training for Entire Holiday Inn Sharjah Staff.

Administration responsibilities:

Handling the entire IT department of Holiday Inn Sharjah solely without having a single person support, providing critical 24 hours support on weekly basis as when the need arises. Reporting day to day & Monthly activity report of IT department concerned with all departments directly to the General Manager and Director of IT IHG

Applications with Hands on experience:

- Brilliant Property Management System & Point of Sale,
- Installation of Holidex and configuration of Holidex over the user's terminal.
- Implemented to PCI DSS Compliance successfully including Netcure PCI penetration Test.,
- HRB & PAYTRAX Payroll system, User end support, installation client and providing training
- Sun Back office system, client installation, configuration of printer, creating user & assigning rights, troubleshooting. Assuring Daily backup of Sun System.
- Food Beverage Material System, Installation, assigning user's rights & creating users for new comers, giving necessary training about application & assist accounts in closing.
- Excellent knowledge and hand on installation of Windows 2008, 2003 server, Domain Controller & Exchange 2000 installation, preparation and implementation of Group policy.
- Servers Preparation/Configuration of HP Proliant Server DL 360 & DL380 including hardware & OS installation.
- Having good knowledge about VLAN and their Configuration over Nortel Passport Baystack switches and Cisco Switch 3750, 2950, 4503, CISCO router, configuration series 1700, 1900 and 2600.
- Successfully reconfigured the VPN connectivity for General Manager for accessing the Holiday Inn Sharjah GM's PC from anywhere in the world without purchase of VPN access software.
- Installation of a n d c o n f i g u r i n g k e y c a r d s o f t w a r e. Programming the Door Locks, Trouble Shooting
- Manage hardware and software including inventory control and mapping.
- Provide all associates with computerized help and coordinate training when needed
- Handling and Troubleshooting the Digital and Analogue PABX system for Administration and Guest room with or without second line support.
- Successfully Installed HSIA Wireless and Wired for public Areas, Guest Rooms and Crew Lounges.
- Hands on OLAP/ Reporting Tools SQL Server Analysis Services (SSAS), SQL Server Reporting services (SSRS), Crystal Reports
- Experienced and worked on Data Modeling using MS Visio 2000/2007/2010,

IT Coordinator April 2005 – July 2009**Intercontinental Dar Al Tawhid Makkah (Saudi Arabia) (5 Star Property with 620 Rooms) Administration Responsibilities:**

Completing daily tasks assigned by IT Manager, submission of reported for the completed task on the same day with IT Manager. Assist IT Technicians to complete their daily tasks. Support Assistant IT Manager and IT Manager in achieving departmental Goals. During the absence of Assistant IT Manager, I was taking full ownership of his responsibilities and assuring the smooth operation.

- Opera PMS / Sales & Catering system (Version 2.5 &4.0), Very sound knowledge about Opera. Micros 9700 (Point of Sales).
- Installation of Civil Soft HR Pay roll program on user PC's Configuration, executing daily attendance, creating & assigning user rights & troubleshooting

- Deploying McAfee ePolicy Orchestra over the local area network
- Preparation/Configuration of HP Proliant Server ML 360 & ML380 including hardware & OS installation.
- Handling of LAN (local area network) for more than 150 PCs. Good knowledge about Cisco PoE switch, Cisco router Installed & configured Cisco catalyst 3750G Series PoE-48 gigabit Ethernet switch
- Installation of Ving Card Infra-red key card & Magnetic Strip Card Software. Programming the Door Locks, Trouble Shooting.
- Sound knowledge about QMS & Skytel Info software for Call Accounting system.
- Responsible for the entire Satellite wireless network including their installation and configuration dedicated only for Royal floor
- Provide all associates with computerized help and coordinate training when needed
- Sound knowledge of DBMS ,MS SQL Server 2000/2005/2008/2008R2/2012, Access 2000/2003

EDUCATION & CERTIFICATION MBA -IT, CCNA, MCITP

Professional Scrum Master 1	November 2018
ITIL 2011 Foundation Certification	October 2018
Cisco Certification ID: CSC0 12127307	June 2012
Microsoft Certification ID: 9345928	August 2012
M a s t e r ' s in Business Administration – I.T	January 2000 – December 2001
Bachelors in Commerce B-COM	January 1998 – December 1999
Diploma in Computer Science	January 1997 – December 1997
Diploma in Commerce D-Com	January 1995 – December 1996



Personal Details

Permanent Residence	Pakistan
Religion	Islam
Language	English, Urdu, Pushto
Marital Status	Married

REFERENCES

Mr. Rehan Zaidi – IT Manager

Grand Excelsior Al Barsha, Dubai

Mr. Zawar Hussain – Corporate Manager IT

Hashoo Hotels, Pakistan Services Limited, Islamabad. Pakistan