

Muddasar Iqbal

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Experienced Liaising, Information System Operations Specialist with a demonstrated history of working in the industry. Skilled in Clients Relations, Deployment, Network Operations, Windows Server, SQL Server (Administration, Backup & Recovery, Performance Tuning, Patching, High Availability, Disaster Recovery, Windows Fail-over Clustering), LAN/WAN management, Databases Management, Network Security Management, Firewall Management and Active Directory.

Work Experience

Liaison & Operations Manager (Part Time)

Perfect IT Solutionz - Rawalpindi, Pakistan
July 2020 to Present

As Liaison Manager;

Communicating with other organizations or the public on behalf of company

Attending and starting meetings wherever intervention is required

Writing correspondence reports to maintain a record of the relevant communication

Helping employees with company briefings

Identifying issues in communication and coordination within the company or organization and creating solutions for overcoming these challenges

Fostering healthy relationships between professionals and employees in the industry by facilitating transparent communication

Creating a list of relevant people from other companies, agencies, or organizations

As Operations Manager;

Overseeing the daily operations of the IT department and ensuring that systems and networks are running smoothly.

Developing and implementing policies, procedures, and processes to improve IT operations and increase efficiency and productivity.

Managing technology vendors and service providers to ensure that the organization's technology needs are met.

Evaluating and implementing new technologies and systems that improve IT infrastructure and support the organization's business goals.

Leading a team of IT professionals and providing guidance and support to ensure that they are meeting their goals and objectives.

Maintaining a strong understanding of the organization's business needs and working closely with other departments to ensure that IT is aligned with those needs.

Ensuring that the organization's IT policies and procedures are up to date and compliant with industry standards and company regulations.

Managing the IT budget and ensuring that expenses are in line with the organization's financial goals

Keeping up to date with the latest industry trends and developments in IT operations management.

Assess system performance and recommend improvements

Provide support and guidance to stakeholders via help desk

ERP Project Manager (Odoo Enterprise)

SB Electronic Engineering & Control Private Limited - Lahore, Pakistan

April 2023 to September 2023

Successful “Go Live” of all modules and performing transitional period

Coordinate with Odoo development team for expending project plans, timeline, and budgets

Identifying resources needed

Developing schedules and methods for measuring results

Guiding and performing strategic analysis for the project to the management

Organizing and managing all phases of the project to ensure on-time completion

Assembling and coordinating project team members

Assigning individual responsibilities

Preparing requests for proposals and conducting all necessary meetings to facilitate selection of project services and products

Planning and overseeing the preparation and dissemination of project communications.

HoD (I.T Systems & Network)

Alman Seyyam Sugar Mills Private Limited, - Islamabad, Pakistan

September 2017 to March 2023

Implementation & deployment of Customized ERP Modules (Financials, Inventory, Procurement, HR & Payroll).

IT Infrastructure Management:

- Oversee the design, implementation, and maintenance of the organization's IT infrastructure, including servers, networks, and security systems.
- Ensure the availability, performance, and reliability of IT systems, troubleshooting issues and implementing corrective measures when necessary.
- Collaborate with external vendors and service providers to manage contracts, service level agreements (SLAs), and support agreements.

ERP System Administration:

- Manage and support the ERP system, including configuration, customization, and user administration.
- Collaborate with key stakeholders to understand business requirements and implement system enhancements to improve efficiency and functionality.
- Ensure data integrity, security, and regular backups of the ERP system. Technical Support and Troubleshooting:

- Provide technical assistance to employees, resolving hardware, software, and network issues promptly and effectively.

- Manage help desk requests, prioritize tasks, and ensure timely resolution of user problems.
- Develop and maintain IT documentation, including standard operating procedures and user guides.

IT Strategy and Project Management:

- Collaborate with senior management to develop and implement IT strategies that align with business objectives.

- Identify opportunities for leveraging technology to improve business processes, increase productivity, and drive innovation.

- Plan and manage IT projects, including system upgrades, migrations, and integrations, ensuring timely completion within budget.

Security and Data Protection:

- Implement and maintain robust security measures to protect the organization's data, networks, and systems from cybersecurity threats.

- Develop and enforce IT policies, standards, and procedures to ensure compliance with industry best practices and regulatory requirements.

- Conduct regular security audits, risk assessments, and disaster recovery planning.

System Analyst (Sugar Division)

Chashma Sugar Mills Private Limited - Dera Ismail Khan, Pakistan

November 2010 to August 2017

Implementation & deployment of Customized Complete ERP Modules.

Implementation & deployment of Customized ERP Modules (Financials, Inventory, Procurement, HR & Payroll).

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- Oversee the design, implementation, and maintenance of the organization's IT infrastructure, including servers, networks, and security systems.
- Ensure the availability, performance, and reliability of IT systems, troubleshooting issues and implementing corrective measures when necessary.
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Online monitoring, control, and support of CCTV Cameras and ERP modules for accounting system.

Customer Services Officer

Zong CMPak Limited - Islamabad, Pakistan

October 2009 to October 2010

Answer calls and inquiries from all customers, individuals, and SMEs, with courtesy, efficiency, and professionalism.

Process all customer requests through CRSM, respecting the processes and procedures as defined by the Customer Care Supervisors/Manager.

Comprehension and confirmation of the customer's request or requirements.

Archiving, revise and update customer documents (Hard and Soft) in the system.

Serve all customer contacts through all communication channels (Call, E-mail, Fax, etc).

Escalate inquiries/documents to the appropriate responsible groups for the completion of customer requests that cannot be solved at their level.

Ensure that the customer is satisfied with the existing services and promptly assist in the identification of other services.

Sell additional services and products.

Gather information and intelligence from customers and forward this to the management.

Identify and refer to the supervisor any discrepancies either with the systems, the products, and services or any technical problem to ensure an appropriate escalation and rapid and efficient solutions.

Follow up and solve customer complaints.

Integrate and implement all updates in the processes, policies, products and services, offers, and systems, as requested by the Customer Care direction.

Supervisor

Al-Waqar General Transport & Contracting - Abu Dhabi

March 2007 to July 2009

Set goals for performance and deadlines in ways that comply with the company's plans and vision and communicate them to subordinates.

Organize workflow and ensure that employees understand their duties or delegated tasks.

Monitor employee productivity and provide constructive feedback and coaching.

Receive complaints and resolve problems.

Maintain timekeeping and personnel records.

Pass on information from upper management to employees and vice versa. Prepare and submit performance reports.

Support Analyst

MCB Bank Limited - Islamabad, Pakistan

October 2006 to February 2007

Final Pre Scanning before Process which includes,

System modification to get application match on last six digits of the NIC.

System modification to get application match of the Residence Telephone Number of Applicant.

Negative or fraud list to be linked with policy.

Mother or maiden name to match on-line during application processing. Units have been asked not to take a final decision on the applications if the investigation is being carried out at the FRMU end.

Conducting internal & external verifications from both sources which involve internal sources as well as external sources.

Confirmation of data provided in an application through vigilance calls.

Confirmation of business proof provided by the customer through physical verification report.

Confirmation of NTN Certificate provided by the customer.

Confirmation of customer's record of payment history with other banks.

Assessment of customer's bank account through his/her provided Bank Statement.

Analyses of all the provided documents as per bank policy before recommendation. Review particular information of the applicant in the application.

Verify all the documents marked on the checklist with the attached documents.

Any document other than the one indicated needs to be checked thoroughly.

Highlight any abnormal information as provided by the applicant.

Recommendation for approvals & rejections on the basis of telephonic & physical verification of the data and documents provided by the customer and by the supporting staff.

Assistant Accounts Officer

Syntronics Limited, Hattar, District - Haripur, Pakistan

June 2005 to August 2006

Successful deployment of Financials, SCM & HCM after converting data through manual records from scratch level.

Maintenance of journal & vouchers in "Financials GL Database".

Maintenance of GRNs (Goods Receiving Notes) & MINs (Material Issue Notes) in SCM "Supply chain management Systems".

Maintenance of reports of sales tax invoices, purchase invoices, bills of entry & shipping bills in "RefundClaim

Preparation System" (A Software by CBR).

Training of staff for SCM & GL Database.

Processor, Documentation Unit (Retail Banking)

United Bank Limited - Islamabad, Pakistan

December 2004 to May 2005

Processing of cases which includes,
Confirmation of data provided in an application through vigilance calls.
Confirmation of business proof provided by the customer.
Confirmation of NTN Certificate provided by the customer.
Assessment of customer's bank account through his/her provided bank statement.
Maintaining daily MIS of sales, discrepant, and decline cases.
Resolving discrepancies.
Working with credit analysts.

Sales Processor, Documentation Unit (Retail Banking)

Standard Chartered Bank - Islamabad, Pakistan

March 2004 to November 2004

Processing of cases which includes,
Confirmation of data provided in an application through vigilance calls.
Confirmation of business proof provided by the customer.
Confirmation of NTN certificate provided by the customer.
Assessment of customer's bank account through his/her provided bank statement.
Maintaining daily MIS of sales, discrepant, and decline cases.
Resolving discrepancies.
Forwarding of limit enhancement.
Maintaining inventory.

Education

Bachelor of Commerce in (B.Com.), Commerce

University of the Punjab - Lahore

1997 to 2000

HSSC in General Science

Government College - Attock

1995 to 1997

SSC in Science

Government Higher Secondary School, Hassan Abdal - District Attock

1993 to 1995