SOHAIL JEHAN

Sr.IT Administrator

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👤 Male   📅 15-Jan-1981   in LinkedIn

🪪 PROFILE

I am a confidant and entrusted person with the aptitude to learn and adapt quickly to new challenge and to handle difficult situation under pressure. I have ability to communicate with people of different levels and from various backgrounds
I have an organized approach with good communication skills which enables me to work effectively with strict deadlines, rather on my own or as a part of the team.

🎓 EDUCATION

Bachelors in Computer Science   2004
Peshawar, Pakistan

💼 PROFESSIONAL EXPERIENCE

Sr, IT Administrator III, Rehman Medical Institute   **30-11-2020 till date**

SKILLS:

Well connected to professional and technical knowledge
Analytical and troubleshooting skills.
Excellent interpersonal and customer service skills.
Ability to balance multiple teams and individual responsibilities.
Ability to conduct research into a wide range of computing issues.
Conducts communication with External/Internal Vendors and higher Ups.

SUMMARY:

- Leading and monitoring a team with total number of 15 members including Senior IT Support Engineers and IT Support Engineers.
- Manage the operations of the Co-working and provide direct business assistance. In reporting to the HOD IT
- Well connected to professional and technical knowledge networks in the organization and serve as a resource to a network of service providers that provide expert assistance to the employees.
- Conduct and provide feedback on training/mentorship syllabi, ensure timely delivery of mentorship, delivery of information sessions, and presentation of application process, report on relevant activities of the project and monitor results.
- Responsible for providing guidance and support to the all employees in respect of entrepreneurship mentoring and training; support for technical innovation; early-stage business development and product commercialization.

- Experienced in mentoring and training ICT co-workers/start-ups, have a well-rounded understanding of business management, facilitative leadership ability, and interpersonal skills.
- Responsible to manage team on daily basis and to depute them on different locations depending on daily tasks and complaints.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Write training manuals.
  Training users with the required s/w's and use of computers

- Maintain daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.

- **IT Technical Services:**
  To maintain a high degree of IT technical services for all support queries and adhere to all services management principles.

- **Ensuring working of Apps:**
  Ensure the working of hospital applications related to different departments.

- **All IT Equipment Ins and Outs and Technical Inspection:**
  Ensure the proper technical inspection of IT equipment which is to be deployed in different departments of Organization.

- **Installation & Maintenance of hardware:**
  Maintenance of Hardware in systems to ensure proper working, and to Install hardware where needed for improved performance of systems.

- **Dealing with user issues**
  When dealing with user issues make ownership of user problem and be proactive.

- **Entertaining Queries**
  Respond to enquiries from clients and help them resolve and hardware and software problems.

- **Installation & Deployment**
  Installation and deployment of systems with proper Operation System and hospital local applications installed.

- **Maintaining Logs**
  Maintain a log of any software or hardware problems detected.

- **Insuring 24Hours availability**
  Performing Duties in 3 different shifts Morning, Evening, Night & Insuring 24 Hour availability when needed.

- **Training Staff**
  Ensure that regular training and appraisals are provided to staff to ensure that each member of the team is able to provide the best Level of customer support. Training Doctors and staff for usage of software and Applications.

IT Manager, AL Khobar Hotel   2012 till OCT 2020

- To deputize for the information system manager during his absence and, therefore, to be fully acquainted with the information system manager's job description to order in carry out those responsibilities.
- Thoroughly familiar with all the information system in the hotel.
- Coordinate the timely repair of the faculty computer systems and equipment.
- Maintain a backup system can be activated in the event of a personal change.
- To establish and maintain procedures of the backup and restoration of all data and programs in the system.
- Coordinate the data and emergency procedures in the event of system failure.
- Enforce security procedures for the timely revision of user access rights and passwords for both the PMS and PC network system.
- To keep the hotel management system software up to the current release.
- Advice hotel management on the existing and future systems being developed / implemented.
- Coordinate the investigations and timely of software faults reports or enhancement requests.
- To assist departmental trainers in preparing training material on the effective use of systems in your hotel.
- To set-up and maintain the office automation systems in the hotel.
- To support PC, local area network, and wide system office
- To handle all administrative in the information system office.
- Assist the users on the use of the information system in the hotel.
- Prepare and maintain documentation on all hotel software applications.
- To maintain and inventory listing of all computer hardware in the hotel including PMS Opera, Micros, Material Control MC and Sun system, PCs and printers.
- To be on standby the available at the time on any problems that may happen to the system.
- To be available on request to any guest's needed.
- To perform other duties as assigned by the information system manager.

- To ensure that all back-up tapes are rooted and stored off-site.

🖍 SKILLS

- MS Office, windows, database, and Internet
- Local Area Networks, LAN (windows 2000), TCP/IP configuration.
- Command in installation and troubleshooting of windows (9x, 2000, XP, Win NT 4.0, windows7, Windows 10)
- C/C ++
- Visual Basic
- Data Base
- Html

- Excellent attention to detail
- Strong communication skills – written and verbal
- Work well on own initiative or as part of a team
- Diligent and enthusiastic

🗂 CERTIFICATES

CCNA (CISCO CERTIFIED NETWORK ASSOCIATE
in Routing & Switching

MCSE (Microsoft certified System Expert)
Microsoft server 2012

WIRELESS NETWORKING
TP-Link, D-Link, UBNT Access points

OFFICE 365

Microsoft Share Point

🌐 LANGUAGES

- English
- Urdu

    Pashto

    Arabic

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🗁 PROJECTS

- Designing of Local Area Network for TAMA (Technical Assistance Management Agency) NGO (July, 2007 to Aug, 2007 and Oct, 2007)
- Design Local Area Network for Mobilink franchises Distribution house.
- Safety Officers Training in Islamabad