

Mahaboob Syed

Project Management Professional



Mobile: +97150-7068009

E-mail: mahaboob.syed@gmail.com;



Profile Snapshot

Highly competent ICT & Project Management Professional with 23+ years of intensive work in Project Management, Service Delivery Management, System Administration, Networking, IT Infrastructure Management, Technical Team Supervision, Client Relations and Customer Support.

Expertise in Planning & Building IT Infrastructure at enterprise scale involving selection of appropriate technology & products. Finalizing Service level Agreements, outsourcing tasks and directing timely completion of Projects.

Implementing strategic plans for Information Systems & technology solutions.

Strategic thinker adopts practical work approach to provide competent solution towards achieving best functionality and top-quality result.

coordinating staff whilst ensuring specifications are followed and execution of projects within budget;

Can effectively set priorities, multitask, deal with unexpected change and work in challenging and pressure-driven work environment.

Possesses strong analytical, problem solving, Risk Anticipation, communication and interpersonal skills.

Strengths

- ✓ 21+ years proven experience in UAE
- ✓ Project planning & Financial
- ✓ Planning & Building IT Infrastructure
- ✓ Strategic Planning & Solutions Implementation
- ✓ Vendor Sourcing, stakeholder Management.
- ✓ Strongly Committed to Service Excellence
- ✓ Expertise in Project & Service Management
- ✓ Client Relationship & team Management
- ✓ Leadership & Motivational skills
- ✓ Effective Client & Technical Support Skills
- ✓ People Management & Training Skills
- ✓ Strategist, Creative, Innovative, Result-driven

Qualification & Certifications

Master's Degree in Business Administration (MBA), Manipal University, UAE

Bachelors Degree in Computer Applications (BCA), S.V. University, India

Project Management Professional (PMP),

Information Technology Infrastructure Library V3 Foundation (ITIL) - Certified

Cisco Certified Networking Associate (CCNA) -- Certified

Certified Information Systems Auditor (CISA) - Training

Certified Information Systems Security Professional (CISSP) - Training

Microsoft Certified System Administrator (MCSA) - Certified

Microsoft Certified System Engineer (MCSE) & A+ CompTIA -- Certified

Altiris Certified professional (ACP), Altiris, Germany

Microsoft Certified IT Professional Windows Server (MCITP) -- Certified

Microsoft Certified Technology Specialist Exchange Server (MCTS) -- Certified

Career Snapshot

Project Manager - ICT Infrastructure, e& enterprise (Etisalat), UAE	Feb 2016 – July 2026
Service Delivery Manager – (Local & Federal Government UAE) - Etisalat	Jan 2013 – Jan 2016
Project Delivery Manager, Etisalat, Dubai, UAE	Jul 2010 – Sep 2012
Systems & Network Administrator – Middle East & Africa, Adidas Group, Dubai, UAE	May 2007 - Mar 2010
Technical Support Engineer, Alpha Data, Dubai, UAE	May 2005 – Apr 2007
Network Engineer, Wipro InfoTech, Bangalore, India	Mar 2003 – Apr 2005
IT Support Engineer, Microworld InfoTech, Bangalore, India	Jul 2002 – Feb 2003

Areas of Expertise

Project Management

- Plan and implement projects right from identification, research, analysis, design, execution, testing and roll-out.
- Ensuring stakeholders, clients and team members understand goals and expectations.
- Managing & Controlling Multiple Projects with respect to cost, resource deployment, time over-runs and quality compliance to ensure satisfactory execution of projects, and the results are comprehensible to management.
- Define goals, milestones, tasks, time and resource planning, personnel utilization and delegated responsibilities.
- Produce technical, business and economic feasibility studies for project ideas.
- Monitor project progress, success, assess risks and take appropriate measures for avoidance and make adjustments within set constraints to achieve optimum results.
- Direct and monitor requirements, framework conditions and progress of projects ensuring development of products and services to customer requirements within specified resources.
- Support technical and personnel resources to guarantee project results in adherence to quality, time and budgetary stipulations. Ensure atmosphere that allow personnel to implement development in the most cost-effective manner.
- PO Issuance to Suppliers and Budget allocation, CEAR & PR issuance, Creating proforma Invoices and followup on payments.
- Preparing detailed BOQ after site inspections, Procuring Hardware and managing deliveries.
- Issuing variations for additional requirement/ changes in Project Scope and ensure approval from Client
- Developed project plan and duly managed execution thereof to all concerned parties.
- Attended review meetings dealing with performance reports, service improvements and processes development.
- Maintain good relationship with customers, conduct customer satisfaction surveys, in accordance with the concerned departments.
- Expertise in vendor sourcing, hardware / software purchases and inventory management. Accountable for the successful management of suppliers, smooth flow of communication of requirements, ensuring their quality delivery.
- Document project progress, project files, project logs and carry out reviews.

Service Support Management

- Ensure effective on-going support for all systems in use by the Company, ensuring that the service provided to customers / users is the highest possible within available resources.
- Capture client requirements and develop documentation for procurement of systems and services
- Deliver high quality services according to Service Level Agreements; ensure adherence to policies and processes related to service transition, implementation, and operations.
- Provide management support & Generate regular reports to management on issues relating to service support operation.
- Supervise service desk operation to ensure incidents and service requests and escalations to management are dealt with in a timely fashion.

Proven Job Role

Service Delivery Manager – Etisalat

- Directed and coordinated service delivery processes to enterprise customers ensuring strict adherence with Service Level Agreement, top quality and timely work performance to achieve client satisfaction.
- Made sure that all Service Desk cases were attended and resolved within the agreed period.
- Monitored customer's network and infrastructure to discern company and market requirements hence ensure its availability for upcoming projects.
- Conducted feasibility studies to determine viability of providing telecom services.
- Followed up on all delivery related issues and pro-actively reported to KAMs and Sector Managers.
- Established and maintained good working relations with customer's respective organization and fostered integrity with all internal and customer related responsibilities.
- **Thoroughly studied and accordingly proposed end to end telecom solutions for customers.**
- Directed resolution of all issues which arise in connection with the Services.
- Provided inputs and updates for Managed Network activities in Project Planning process.
- Monitored and controlled key deliverable Wide Area Network of the Project.
- Planned, installed and maintained customer facing WAN connections. Facilitated documentation and administrative needs of a WAN infrastructure.

IT Management

- Manage information technology and computer systems. Plan, organize, direct, control and evaluate the operations of information systems).
- Meet with managers to discuss system requirements, specifications, costs and timelines.
- Direct personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
- Control the computer systems budgets and expenditures. Ensure technology is accessible and equipped with current hardware and software.
- Maintain current and accurate inventory of technology hardware, software and resources.
- Troubleshoot all technology issues. Maintain log and/or list of required repairs and maintenance.
- Suggest improvements in areas of IT responsibility; plan and implement major modifications/ upgrades to the IT infrastructure and monitor administration and maintenance.
- Research current and potential resources and services. Maintain high degree of industry knowledge and awareness of trends, new technologies and developments to improve service to end users.

Systems & Network Administrator - Adidas Group

- Delivered L1, L2 & L3 technical support for Microsoft Windows 2008, 2003, 7, XP, Vista Network.
- Experienced in configuring and administrating Terminal Servers, File & Print Server, Software Distribution Server, DHCP Server, Altiris Server, ARC Serve backup server.
- Handled procurement of IT Hardware, software licenses and other IT supplies at regional level. Negotiated with Vendors on purchase terms and maintained strong relationship. Monitoring warranties and service contracts.
- Installed latest security patches on servers and update antivirus. Implemented data security within the organization by creating user rights & permissions.
- Maintained Active Directory, Group Policies, IP Subnetting, Shadow Copies, Organizational Units, Security Groups and implemented account policies plus disk quotas.
- Monitored performance of Servers; maintained a log and reviewed the same for further action.
- Performed configuration of Cisco Routers and Switches.
- Supervised, maintained and troubleshoot data centre hardware & software applications, security systems and UPS. Back-up data on daily and weekly basis & restore if the need arises.
- Developed, tested and imposed Disaster Recovery and Business Continuity Plan.
- Looked after the successful migration of Windows 2000/2003 to Windows 2008 Active Directory Domain Controller.

Technical Support / Service Desk Engineer - Alpha Data

- Act as technical point of contact on all IT support related issues.
- Extensive interaction with internal clients or end users in resolving IT issues.
- Maintained an updated inventory list to ensure availability of sufficient stocks.
- Configuring arrays and performed disk mirroring, RAID and tape drives.
- Performed hardware maintenance, new installations, reconfigurations, PC movements, upgrading old PCs, maintaining IP database, storing project information and configuring blackberry devices.
- Used Helpdesk Monitoring System in maintaining records of support issues.
- Installed new desktops, servers and POS machines at retail stores and delivered user support.
- Installing and configuring of software applications such as Adirace, Citrix, Cognos Impromptu and Navision.
- Ensured and maintained continuous connectivity services including ADSL, Wireless Networking, VPN, Business Class Broadband, Leased Lines and MPLS.
- Coordinated daily operations at IT department including project planning, organizing and defining best practices for project support, and execution of project plans within deadlines.

Network Engineer - Wipro InfoTech,

- Expertise in optimization, strategic planning, data backup, disaster recovery, remote access and network configuration for the activities of servers & their software.
- Successfully handled LAN, VLANs, Port Enabling, Link Monitoring and Configuring of VOIP Phones.
- Performed installation, administration and technical support for Windows 2003 / 2000 / XP / NT4 Operating Systems plus resolved problems on Mail Client, RAS, VPN and internet.
- Managed effectively various types of servers such as DHCP and SUS.
- Ensured 100% up time for network and systems at the service desk.

IT Support Engineer - Micro World InfoTech

- Directed installation, configuration and administration of Windows 2000 / NT / 98.
- Skilled in performing support related issues complying with IT standards and policies.

Projects Handled

- CCTV Infrastructure project - **G42/Ministry of Education** - Abu Dhabi & Western Emirates Schools.
- ICT Infrastructure & Managed CCTV Network project - **MOE** Schools across UAE.
- ICT Infrastructure & managed CCTV Project -Dubai Expo 2020
- Managed IT Network Infrastructure Project - **New Al Ain Hospital**
- **National Election Voting Platform Project** (Federal National Council) – Successfully implemented managed MPLS network Connectivity for 35 locations in all 7 emirates based on OneCloud solution.
- **ADSI (Abu Dhabi Schools Infrastructure) Project.** Supply, installation and commissioning of networking infrastructure that can support current and future IT needs with Data, Video, Voice, Mobility and Multimedia applications within **300 schools** in Abu Dhabi, Al Ain & western emirates for **Abu Dhabi Education Council**.
- **AMMROC** (Advanced Military Maintenance Repair and Overhaul Center) – Provided MPLS network connectivity with managed services for 26 sites.
- **DOF (Department of Finance)** – Bandwidth upgradation for 50 sites and new cisco router replacement
- **ADEC** – Bandwidth upgradation for 260 schools
- **Awqaf** - Bandwidth upgradation for 25 sites and new cisco router replacement for all sites
- Implemented **IP Telephony** for 150 Sites of **Abu Dhabi Education Council**.
- Directed the restructuring of **Adidas Group Data Centre**.
- Spearheaded successful conversion of **leased lines to MPLS technology** for 25 retail stores for Adidas Group.
- Successfully implemented **Disaster Recovery Plan** and tested in office location.
- Implemented **Back-up Plan** for Adidas Group - Middle East & Africa zones.
- Deployed McAfee virus scan and MS Office 2007 for Adidas Group.
- **ADAM (Active Directory and Messaging) Project:** Migrated Win NT domain to Win 2003 Active Directory for Adidas Group

Personal Details

Nationality: Indian

Date of Birth: 10th June 1982

Marital Status: Married

Visa Status: Employment Visa

Driving License: UAE

Languages: English, Urdu, Hindi, Kannada, Telugu & Tamil

References: Will be furnished on request