

Sarim Faheem

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Summary

To secure a challenging position in the field of Information Technology, leveraging my extensive 12 years of experience and expertise in IT management. I aim to contribute my strong technical background, leadership skills, and strategic mindset to drive operational efficiency, optimize IT systems, and deliver innovative solutions to enhance organizational performance and achieve business objectives.

Experience



Assistant Manager - Technical

Whitehats LLC, Dubai

Nov 2014 - Present

Currently, Serving as Assistant Manager - Technical with Primary role is to Lead a team of engineers with daily planning, troubleshooting, training, setting up work schedules, remedy issues and conflicts. Leading to seek out and implement ways to make a system or process more efficient.

Duties / Responsibilities:

- Provide leadership and supervision to a technical team, ensuring efficient management of resources and fostering a collaborative work environment.
- Offer L2 and L3 support for Cloud Services, Infrastructures, Networks, Servers, and VoIP services, resolving technical issues promptly and ensuring high-quality service delivery.
- Manage IT budgeting, tracking expenses, and optimizing resource allocation to achieve cost-effective operations while maintaining service levels.
- Engage in client meetings to understand their IT requirements, provide expert consultancy, and offer tailored solutions that align with their business objectives.
- Participate in pre-sales meetings, contributing technical expertise to support the sales team in presenting and demonstrating IT solutions to potential clients.
- Develop comprehensive reports for management, providing insights into team performance, project progress, and client satisfaction, ensuring effective communication and decision-making.
- Oversee project management activities, ensuring successful implementation of IT projects, including planning, resource allocation, timeline management, and quality control.
- Foster strong relationships with clients, acting as a trusted advisor, and continuously identifying opportunities for further IT collaboration and growth.
- Stay updated with industry trends and advancements in IT, evaluating emerging technologies and recommending innovative solutions to improve efficiency and effectiveness.
- Foster a culture of continuous learning and professional development within the team, promoting skill enhancement and staying ahead of industry best practices.



Technology Operations & Support Engineer

Multinet Trust Exchange, Dubai

Nov 2012 - Nov 2014 (2 years 1 month)

- Maintain the enterprise Desktop & Server environment including troubleshooting, performance planning, capacity planning and continuity planning.
- Lead in the planning, design and implementation of new technology solutions.
- Interact with hardware and software vendors to assure timely resolution to any issues.
- Ensure IT Systems meet proper performance and capacity standards.
- Develop, implement and maintain Proxy Server, Web Server, Domain Controller and DNS Server, VPN Server, Hypervisors and Storage Server.
- Participate in Windows Systems Group projects.
- Participate in problem solving and troubleshooting for the Windows environment and related applications.
- Facilitate knowledge sharing by creating and maintaining detailed and comprehensive documentation and diagrams.
- Built and Manager Server Racks with designing & Patching of network devices.
- Documented all server and network problems and other unusual events in ticketing management system.
- Troubleshoot and maintained all networking devices and infrastructure across the enterprise including switches, routers and firewalls.
- Completed remote repairs involving software solutions and provide on-site hardware troubleshoot & replacement of malfunction parts.

Education



Iqra University, Pakistan

B.E in Telecommunication Engineering

2007 - 2012



Govt. College Boys Gulistan-e-Jauhar, Pakistan

Pre-Engineering, H.S.C

2005 - 2007



Fahims School System

GCE O' levels, Science

2003 - 2005

Licenses & Certifications



CC – Certified in Cybersecurity- ISC2

2295850



PCA – Professional Cloud Architect – Google Cloud

9e45a4e3e9fe4155a2e2dd56c083b8d9



PDE – Professional Data Engineer- Google Cloud

f0873e358add4cc2915d73703ee6d89b



PWA – Professional Workspace Administrator – Google Cloud

e838a087a9d2428e905483f152d8a8e6



VCA - Datacenter Virtualization - VMware

VMW-01274971P-00414730



VCA - Cloud - VMware

VMW-01274971P-00414730



VCA - Workforce Mobility - VMware

VMW-01109183E-00359615



MCP - Server Virtualization with Windows Server Hyper-V 2012 r2 - Microsoft

074-409-sr6293142



Digium Certified Asterisk Administrator - Digium

dcAA



Acronis Certified Engineer for Acronis Cyber Backup Cloud - Acronis

ACE-CBC



Artificial Intelligence for IT professional - Virtual University of Pakistan

PC200406872

Skills

- Leadership & Manager
- Project Management
- Reporting & Analysis
- Client Relationship Management
- Microsoft Azure
- Microsoft Office 365
- Google Cloud Compute
- Google Workspace
- Amazon Web Services
- VMware vSphere
- Microsoft HyperV
- Servers
- Enterprise Storages
- MacOS
- Windows
- Virtualization
- VoIP
- Networks & Firewalls
- Linux Servers

Honors & Awards



Cloud Computing Workshop by Etisalat - Ramesh Krishna Bhandari, Etisalat, Dubai, UAE.

Dec 2013

Attended Cloud Computing Workshop by Etisalat which was held at Etisalat Al Kiffaf Building, Dubai, UAE. It was conducted by Ramesh Krishna Bhandari who is the Manager / PM - Hosting & Cloud Services, Etisalat, UAE. In this workshop we were able to understand about concepts of Cloud Computing in initial presentation. We had hands on experience on IaaS Cloud Computing Service offered by Etisalat hosted on Tier III Datacenter. - 08/12/2013



Oracle GoldenGate 11g - Hands on Workshop - Mr. Fawzi Alswaimil, Oracle

Jul 2013

Attended Oracle GoldenGate 11g - Hands on Workshop which was held in Madinat Jumeirah Hotel Dubai, UAE. It was conducted by Mr. Fawzi Alswaimil who is the Managing Director of Oracle University, Precise Trace. In this workshop we were able to understand about Oracle Product, Oracle GoldenGate 11g and able to installed and configured in successfully. - 07/07/2013

Personal Details

- **DOB:** 7th May 1988
- **Nationality:** Pakistan
- **Marital Status:** Married
- **Visa Status:** Dubai Employment Visa (Transferable).
- **Driving License:** Holder of Valid UAE Driving License: 1964410