IMRAN KHALIL

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PERSONAL STATEMENT

"Highly motivated and dedicated IT professional with a strong background in technical troubleshooting, IT administration, and project management. Equipped with excellent communication skills, I have a proven track record of providing efficient technical support and guidance to end-users, ensuring seamless operations and minimal downtime. I excel in diagnosing and resolving hardware, software, and network issues promptly and effectively, delivering exceptional user support and satisfaction.

Committed to continuous learning and staying updated with the latest industry trends, I am able to adapt to changing technologies and requirements effectively. I thrive in fast-paced environments and am known for my problem-solving abilities and attention to detail.

As a dedicated professional, I am driven by the desire to deliver high-quality results and exceed expectations. I am seeking an opportunity to contribute my skills and expertise to a dynamic organization that values innovation and teamwork, where I can make a positive impact and drive success in IT support and administration."

KEY SKILLS

Proficient in IT administration, encompassing the management of systems, networks, and infrastructure. Demonstrated expertise in overseeing IT operations, including user management, system configuration, and software license tracking. Skilled in optimizing IT processes and procedures to enhance efficiency and productivity. Additionally, experienced in IT project management, from inception to completion, ensuring timely delivery and adherence to budgetary constraints. Strong ability to develop project plans, define objectives, allocate resources, and monitor progress. Adept at coordinating cross-functional teams, fostering collaboration, and facilitating effective communication to achieve project milestones. Proven track record in mitigating risks, resolving conflicts, and adapting to changing project requirements. Exceptional organizational and leadership abilities to drive successful IT project outcomes while ensuring client satisfaction. Skilled in comprehensive office administration encompassing RFQ generation, voucher management, fleet coordination, meticulous file organization, and proficient report writing, ensuring streamlined operations and facilitating informed decision-making within the organization.

EDUCATION

- **M.Sc. – Computer Science**   **- 2010**
  University of Peshawar, Peshawar

- **B.Sc. – Computer Science**   **-2008**
  University of Peshawar, Peshawar

- **B.A – Political Science, Journalism, Sociology** **-2015**
  Government College University Faisalabad, Faisalabad

- **I.Cs – Computer Science**   **-2006**
  Board of Intermediate & Secondary Education, Peshawar

- **D.I.T – Information Technology**   **-2006**
  Board of Technical Education, Peshawar

- **SSC – Science**   **-2004**
  Board of Intermediate & Secondary Education, Peshawar

EMPLOYMENT HISTORY

IT OFFICER KP (03-04-2023 > Present)

Society for Human Rights and Prisoners' Aid (SHARP-Pakistan) | Peshawar

Key Role:
- **IT Infrastructure Management**: Overseeing the organization's IT infrastructure, including servers, networks, systems, and databases. This involves ensuring proper functioning, monitoring performance, and addressing any issues or concerns promptly.
- **Technical Support**: Providing technical assistance and support to end-users, troubleshooting hardware and software issues, and resolving technical problems in a timely manner.
- **Network Security:** Implementing and maintaining robust security measures to protect the organization's IT systems and data. This involves managing firewalls, implementing security protocols, conducting regular vulnerability assessments, and ensuring compliance with data protection regulations.
- **CCTV:** CCTV installation, demonstrating expertise in configuring surveillance systems to ensure optimal coverage and functionality, with meticulous attention to detail in positioning cameras and wiring setups. Skilled in diagnosing and repairing CCTV systems, adept at troubleshooting hardware and software issues to swiftly restore functionality, minimizing downtime and enhancing security measures. Comprehensive CCTV maintenance protocols, conducting regular inspections, software updates, and hardware checks to uphold system integrity, maximize performance, and mitigate potential risks or vulnerabilities.
- **System Administration:** Managing user accounts, permissions, and access levels across various systems and platforms. This includes creating and maintaining user profiles, managing user privileges, and ensuring proper data backup and recovery procedures.
- **Software and Hardware Procurement:** Evaluating, selecting, and procuring software applications and hardware equipment to meet the organizations IT needs.
- **IT Policies and Procedures:** Developing and implementing IT policies, procedures, and best practices to ensure efficient and secure use of technology resources. This includes establishing guidelines for data management, system usage, backup protocols, and disaster recovery plans.
- **Training and User Education:** Conducting training sessions and workshops to enhance end-users' technical skills and knowledge. This includes creating training materials, conducting presentations, and providing ongoing support to help users effectively utilize IT tools and systems.
- **Recruitment:** Orchestrated end-to-end recruitment processes, from job requisition creation and candidate sourcing to interviews, assessments, and offers, ensuring alignment with organizational objectives and fostering a diverse and talented workforce.
- **Email & Cloud:** Configuration and managing Outlook servers, adept at optimizing email infrastructure, ensuring seamless communication, and implementing robust security measures to safeguard sensitive information. Experienced in deploying and maintaining cloud-based systems, orchestrating installations, and harnessing scalable solutions to enhance accessibility, collaboration, and efficiency across organizational workflows.

SENIOR ADMINISTRATIVE OFFICER (05-12-2018 > 31-08-2022)

Alkhidmat Foundation Pakistan | Attock

Key Role:
- **Office Management**: Overseeing and managing daily administrative operations, including maintaining office supplies, equipment, and facilities. Ensuring a well-organized and efficient office environment.
- **Administration**: overseeing multifaceted office administration tasks, ensuring seamless operations and fostering a productive work environment through efficient coordination, resource management, and effective communication.
- **Vendor Management**: Establishing and maintaining relationships with external vendors and service providers. Negotiating contracts, managing service level agreements, and monitoring vendor performance.
- **Calendar and Meeting Management**: Coordinating and managing schedules, appointments, and meetings for executives and team members. Arranging logistics, preparing agendas, and recording minutes when necessary.

- **Travel Coordination**: Facilitating travel arrangements for employees, including booking flights, accommodations, and transportation. Managing travel itineraries, expense reporting, and ensuring adherence to travel policies.
- **Document Management**: Developing and implementing systems for efficient document control, including organizing, storing, and retrieving files and records. Ensuring document security, confidentiality, and compliance with record retention policies.
- **Financial Administration**: Assisting in financial administration tasks, such as processing invoices, managing expense reports, and reconciling financial records. Collaborating with the finance department to ensure accurate and timely financial transactions.
- **Policy and Procedure Development**: Assisting in the development and implementation of administrative policies, procedures, and guidelines. Ensuring compliance with internal policies and relevant regulatory requirements.
- **Communication and Correspondence**: Drafting and editing professional correspondence, emails, and internal communications. Facilitating effective communication within the organization and with external stakeholders.
- **Event Planning and Coordination**: Planning and coordinating company events, meetings, conferences, and workshops. Managing logistics, including venue selection, catering, audiovisual setup, and attendee registration.
- **Data Analysis and Reporting**: Collecting and analyzing administrative data to identify trends, patterns, and areas for improvement. Preparing reports and presentations summarizing key findings and recommendations.
- **HR Support**: Assisting with HR administrative tasks, such as employee onboarding, off boarding, and maintaining personnel records. Supporting recruitment processes, including scheduling interviews and coordinating candidate assessments.
- **Health and Safety Compliance**: Ensuring compliance with health and safety regulations, maintaining safety records, and conducting periodic inspections to identify and address potential hazards.
- **Office Culture and Employee Engagement**: Supporting initiatives to foster a positive office culture and employee engagement. Organizing team-building activities, recognition programs, and internal communication channels.
- **Confidentiality and Data Protection**: Maintaining strict confidentiality of sensitive information and ensuring compliance with data protection and privacy regulations. Implementing appropriate measures to safeguard confidential data.
- **Continuous Improvement**: Identifying opportunities to streamline administrative processes, improve efficiency, and implement best practices. Proactively seeking professional development opportunities to enhance administrative skills and knowledge.

SENIOR SERVICE CENTER OFFICIAL (22-05-2013 > 31-08-2018)
Punjab Land Records Authority | Faisalabad

Key Role:
- **Customer Service Management**: Overseeing all aspects of customer service operations, including managing service center staff, handling customer inquiries, resolving complaints, and ensuring a high level of customer satisfaction.
- **Service Request Handling**: Receiving and processing service requests from customers, assessing their needs, and providing appropriate solutions or routing them to the relevant department for further assistance.
- **Issue Resolution**: Investigating and resolving customer issues and concerns in a timely and efficient manner. This involves coordinating with different teams or departments to address customer problems and ensuring proper follow-up until resolution is achieved.
- **Service Quality Assurance**: Monitoring and evaluating the quality of service delivery to ensure compliance with service standards and customer expectations. Implementing feedback mechanisms and conducting customer satisfaction surveys to gather feedback and make necessary improvements.
- **Service Center Operations**: Managing day-to-day operations of the service center, including maintaining records of customer interactions, tracking service requests, and preparing reports on service center performance. This also involves ensuring that service center resources, such as equipment and software, are properly maintained and utilized.
- **Training and Development**: Providing training and guidance to service center staff to enhance their customer service skills and product knowledge. Conducting regular

performance evaluations and identifying areas for improvement to optimize team performance.

- **Service Center Efficiency Enhancement**: Identifying opportunities to streamline service center processes, improve efficiency, and reduce response times. Implementing tools, technologies, or systems to automate and enhance service center operations.
- **Escalation Management**: Handling escalated customer issues or complaints that cannot be resolved by front-line service center staff. Collaborating with relevant departments or managers to ensure prompt resolution and customer satisfaction.
- **Service Center Metrics and Reporting**: Tracking and analyzing service center metrics, such as response times, issue resolution rates, and customer satisfaction scores. Generating reports and presenting findings to management to facilitate data-driven decision-making and continuous improvement.
- **Customer Relationship Management**: Building and maintaining positive relationships with customers, fostering customer loyalty, and promoting the organization's products or services. Proactively reaching out to customers to ensure their needs are met and addressing any potential concerns or issues.
- **Knowledge Management**: Developing and maintaining a knowledge base or repository of frequently asked questions, standard operating procedures, and troubleshooting guides to assist service center staff in delivering consistent and accurate information to customers.
- **Continuous Improvement**: Identifying areas for improvement in service center operations, processes, or customer service practices. Collaborating with cross-functional teams to implement changes or initiatives that enhance service quality and customer experience.

IT SUPPORT OFFICER (14-02-2012 > 20-05-2013)
SUI NORTHERN GAS PIPLINES LIMITED | Faisalabad

Key Role:
- **Help Desk Support**: Responding to and resolving technical issues reported by end-users via various channels such as phone, email, or ticketing system. Providing prompt and efficient assistance to diagnose and resolve hardware, software, or network-related problems.
- **Troubleshooting and Issue Resolution**: Identifying and troubleshooting hardware, software, and network issues faced by end-users. Analyzing symptoms, conducting root cause analysis, and applying appropriate solutions or workarounds to resolve technical problems.
- **Hardware and Software Setup**: Installing, configuring, and maintaining computer hardware, peripherals, and software applications. Ensuring proper setup and functionality of systems, printers, scanners, and other devices.
- **User Account Management**: Managing user accounts, permissions, and access levels across various systems and platforms. Creating and maintaining user profiles, resetting passwords, and providing access privileges based on user roles and responsibilities.
- **Software Support and Maintenance**: Assisting end-users with software-related issues, including troubleshooting errors, performing software updates and patches, and ensuring software licenses are up to date.
- **Network Connectivity Support**: Assisting end-users with network connectivity issues, troubleshooting network devices, and resolving network-related problems. Configuring network settings and ensuring reliable and secure network connections.
- **Data Backup and Recovery**: Implementing and managing data backup procedures to ensure data integrity and availability. Assisting in data recovery efforts in the event of system failures or data loss.
- **Documentation and Knowledge Management**: Creating and maintaining technical documentation, knowledge base articles, and standard operating procedures. Documenting troubleshooting steps, known issues, and resolutions to build a comprehensive knowledge base for future reference.
- **User Training and Education**: Providing training and support to end-users to enhance their technical skills and knowledge. Conducting user training sessions, workshops, or producing user guides to promote effective and efficient use of IT resources.

- **Security and Compliance**: Assisting in implementing and enforcing security measures to protect IT systems and data. Ensuring adherence to security policies and practices, performing vulnerability assessments, and assisting in the resolution of security incidents.
- **IT Asset Management**: Tracking and managing IT assets, including hardware, software licenses, and peripherals. Maintaining accurate records of asset inventory, conducting audits, and ensuring compliance with licensing agreements.
- **Continuous Improvement**: Identifying opportunities for process improvement, automation, or enhancement of IT support services. Collaborating with the IT team to implement improvements, streamline workflows, and enhance the overall efficiency and effectiveness of IT support operations.

ASSISTANT MANAGER IT (01-12-2010 > 31-01-2012)
NASEEM FABRICS PVT. LTD. | Faisalabad
Key Role:
- **Help Desk Support**: Responding to and resolving technical issues reported by end-users via various channels such as phone, email, or ticketing system. Providing prompt and efficient assistance to diagnose and resolve hardware, software, or network-related problems.
- **Troubleshooting and Issue Resolution**: Identifying and troubleshooting hardware, software, and network issues faced by end-users. Analyzing symptoms, conducting root cause analysis, and applying appropriate solutions or workarounds to resolve technical problems.
- **Hardware and Software Setup**: Installing, configuring, and maintaining computer hardware, peripherals, and software applications. Ensuring proper setup and functionality of systems, printers, scanners, and other devices.
- **User Account Management**: Managing user accounts, permissions, and access levels across various systems and platforms. Creating and maintaining user profiles, resetting passwords, and providing access privileges based on user roles and responsibilities.
- **Software Support and Maintenance**: Assisting end-users with software-related issues, including troubleshooting errors, performing software updates and patches, and ensuring software licenses are up to date.
- **Network Connectivity Support**: Assisting end-users with network connectivity issues, troubleshooting network devices, and resolving network-related problems. Configuring network settings and ensuring reliable and secure network connections.
- **Data Backup and Recovery**: Implementing and managing data backup procedures to ensure data integrity and availability. Assisting in data recovery efforts in the event of system failures or data loss.
- **Documentation and Knowledge Management**: Creating and maintaining technical documentation, knowledge base articles, and standard operating procedures. Documenting troubleshooting steps, known issues, and resolutions to build a comprehensive knowledge base for future reference.
- **User Training and Education**: Providing training and support to end-users to enhance their technical skills and knowledge. Conducting user training sessions, workshops, or producing user guides to promote effective and efficient use of IT resources.
- **Security and Compliance**: Assisting in implementing and enforcing security measures to protect IT systems and data. Ensuring adherence to security policies and practices, performing vulnerability assessments, and assisting in the resolution of security incidents.
- **IT Asset Management**: Tracking and managing IT assets, including hardware, software licenses, and peripherals. Maintaining accurate records of asset inventory, conducting audits, and ensuring compliance with licensing agreements.
- **Continuous Improvement: Identifying** opportunities for process improvement, automation, or enhancement of IT support services. Collaborating with the IT team to implement improvements, streamline workflows, and enhance the overall efficiency and effectiveness of IT support operations.

References will be provided on request. Feel free to contact for any other query.