Zahid Hussain

Current as of April, 2013

Sharq, Kuwait City, Kuwait, +965 6558 7052   z.hussain@outlook.com

- 5+ years of Telecom experiences in mobile sector, in a variety of installation, configuration server, load-balancers, backup recover solutions, mobile SMS/MMS servers, VOIP hardware and software setup, configuration across all platforms (Windows/Linux/Unix/Mac)
- 10 years in IT as an In-house Project Lead, IT Support Engineer, managing teams up to 10+ in size
- Experienced people manager of on-shore and offshore teams, including hiring, mentoring, and performance appraisals.
- Extensive experience in SDLC process development and implementation

Summary

- An accomplished IT Support Analyst, Project and people manager with extensive experience in Hardware Support, OS Support, project management, requirements definition, software testing, and quality assurance in a B2B, B2C, Social Networking, Mobile VOIP, Internet, and e-Business.

- Strong interpersonal and communication skills with a track record of motivating and developing team leaders and team players. Experienced using on-shore, offshore, and mixed teams.

- Proven hands-on experience with quality assurance practices, including project plan development, test strategy development, test plan development, test case & test data review, and test automation.

- Experienced in defining, designing, creating, & executing performance tests, including load tests, volume tests, stress tests, endurance tests, scalability tests, etc.

- Creative problem solver with advanced analytical, planning, and scheduling skills with a focus on timely delivery.

- Technology Background: Oracle/Sun Servers, Oracle Storage, VOIP, B2B, Internet Applications, Web Services, SOAP, Client Server, Windows 95/98/NT/2000/2003/XP/Vista, Solaris, Linux, Mac, Oracle, MySQL, Access, HTML, XML, Sip, H323.

Professional Experience

IT Support/Network Administrator   **Dec 2009 –To Date**

Masiya

- Reporting to the CEO/CTO, Lead the on-site team and offshore team for successful completion of client's project, coordination with QA teams across. IT support for corporate network as well as client's network.

- Administrating, troubleshooting and Support for Corporate Servers, VM Environment, mail server, call server, thin client, Intranet and networks.

- Network and Servers Security Management and monitoring.

- Developed and performed System integration and customization of office apps using open source application.

- Implementation and testing for different mail servers (Atmail , Zimbra & Oracle mail).

- Implementation and testing for different Sip/Call Servers (Digium, Freeswitch , Asterisk & SpliceCom)

Technical Support Specialist   **Jan. 2009 to Nov. 2009**
Global Printers

Kuwait's leading high quality printing, design and advertisement provider. I have started my career here in Middle East with this company In addition, managed the team across in business development, printing, technical support and setting up state of art DTP with latest software and hardware infrastructure.

- Overall responsibility for configuration and maintenance of core business systems.

- Designed Logo and Corporate materials for leading companies, for events and conferences.

- Administrated corporate network systems.

- Designed corporate branding for 'First Small and Medium Oil Industries Conference' in Kuwait.

- Designed corporate branding for 'First Food Security Conference' in Kuwait.

Tech. Support Executive   May. 2006 – June 2008
Unique Machine Equipment

Multinational group of Companies with diversify businesses in Engineering, Construction, Hardware Tools and Building Materials. Managed small network in the corporate office, Responsible for day to day IT support

- Configured and maintained critical business systems.
- Ensured high network availability (up stream and down-stream) across networks (LAN).
- Analyzed and rectified Networking issues within the organization as well as service providers.
- System Analysis, migration and development of in-house software solutions for business requirements.
- IT Help Desktop Support for 30+ users on Windows environment and various PC applications, Printers etc.
- Liaison with suppliers for SLA and business support contracts.

IT Support Executive   Aug. 2003 – Apr. 2006
Concept Systems (P) Ltd.

Played a major role in this company as consultant role for it's client projects in networking, IT system projects. Helped the developers in creating custom software for energy, and power sector and worked with in-house and third party developers to build process and client app and server integration, hardware backend configuration and installations.

- Provided consultancy for Networking, IT systems projects.
- Created comprehensive documentation for the company's projects
- Involved in Management Information Systems.
- Planned and implemented facility management for IT department.
- Managed SLA issues for the corporate systems, peripherals.
- Lead teams in project planning and design for custom apps as well as web apps.
- Provided consultancy and technical support to end-users.
- Manage the central issues database, create new users and projects, administer existing users and projects, trouble shoot server, database and application problems
- Responsible for system testing, functional testing and end-to end testing of software.
- Plan and write test cases based on business inputs and design specifications.
- Provide help desk support and partner support.
- Work in an Agile/Scrum environment.

Education

Bachelor of Science, Newport Institute of Communication and Economics, Karachi, Pakistan.
Jan 2002- Dec 2004.

Digium certified Switchvox Engineer (dCSE) V2

Certified Computer Professional (e-ACCP) – APTECH World Wide Computer Education, Karachi, Pakistan.

Skills: Proficient in Installing and troubleshooting Servers hardware and OS, Storages, Desktop, Laptop.

OS(s): Microsoft Windows Platform, Linux, Unix, Mac OS.

Sip/Call Servers: Freeswirtch , Asterisk/Digium , SpliceCom.

CMS: Joomla, Liferay.

Email Servers: Atmail, Zimbra, Oracle mail server, qmail , iRedMail.

Network Monitoring and Firewall: Watchguard, PfSense, Nagios.

DB: Oracle, MySQL, Access.

Web Technologies; HTML, DHTML, XML.

Software: Linux packages and libraries, Apache, Bind, phpMyAdmin, Microsoft Office Suite, Open Office, Lotus Notes, Domino Server, Symphony, Data Communication, Dreamweaver, and Adobe Photoshop.

Personal

Married and Pakistan National, Valid Driving License, Transferable Iqama and category work-permit (Article 18).

References

Available upon request.