

ADEEL IZHAR AHMED

Objective:

A young and energetic, seeking a role which will utilize my existing knowledge and skills developed through my carrier at National Foods Ltd, Khaadi & Abana. I have successfully combined my studies with work and other commitments showing myself to be self-motivated, organized and capable of working under pressure. I have a clear, logical mind with a practical approach to problem solving and a drive to see things through to completion. I enjoy working on my own initiative or in a team.

Phone:

+966 561 089120

Email:

adeelizhar@hotmail.com

Date of Birth:

Apr, 2nd 1990

Nationality:

Pakistani

KSA Driving License

Achievements

Received an award for **Cost Saving Ceremony 2011-12** in National Foods Ltd.

High Achiever of Town Hall Meeting 2013-2014 in National Foods Ltd.

Professional Experience:

Abana Enterprises Group Co. (Saudi Arabia)

22nd Nov 2015 – To date

Working as Recon Assistan.

- Responsible for preparation of reconciled accurate reports for ATM residual status & EJ reconciliation process.
- Reconciliations of various reports in Cashman and Excel pertaining to Cash Processing (ATM, CDM).
- Verifying the reports been sent to customer against Electronic Journal for actual dispensation / shortages & excess reported.
- Ensure the soft copy of the reports and documents are stored in assigned placed for future reference.
- Coordinate with assigned Cash Centre & close the day-to-day cash processing process via going through counters & history of the machines.
- Tally the cash with system reports & generate daily reports & shared with internal departments.
- Keep & maintain the daily cash processing detail along with history reports of each terminal for reconciliation process.
- Prepare SAMA report monthly for all machines along with shortages & confirmed excess and shared with concerned department.
- Coordinate with Operation ATM for inspection of the machine on daily basis for all those machines where discrepancies are reported.
- Retrieve necessary EJs from the bank system on daily basis & prepare dispensation reports for each terminal where discrepancies are reported.
- Share confirmed shortages detail with customers on daily basis.
- Coordinate with customers on day-to-day operations as well as their queries are checked & responded.
- Responsible for documentation for all banks & entering of capture cards into system as per bank instructions / requirements and take print for further sharing with customers as hard copy.
- Arrange to cut / punch the capture cards to avoid its usage again as per the bank requirements & shared with bank on final stage.
- Ensure to verify that each journal is being signed by Crew team leader and arrange to send journal rolls of each bank to daily, weekly & monthly basis.
- Responsible for archiving the documents as per the agreed cycle.

Working as Data Center Asst.

- Providing affective coordination with Bank and company
- Working on CA Instant Managing
- Base 24 System
- ATM Monitoring Support
- BMC Remedy IT Service Management
- Monitor ATMs for the maintenances through different accesses and dispatching teams for the maintenance
- Handling Access Systems
- Working on Cencon Locks
- Activation / Deactivation and configuration of Cencon Locks
- Gasper VPN for ATM Maintenance of Saudi Hollandi Bank

IT Helpdesk Executive (Retail) at Khaadi. (Pakistan)

25th April 2015 – 16th Nov 2015

- Provide Support Microsoft Dynamics AX: ERP Business Software.
- Manage and responsible for all KHAADI PAKISTAN & INTERNATIONAL Outlets Main Server & Client POS. Installing software and administrating in a Windows Server 2003/2008 environment.
- Worked of Software and Troubleshooting of Point of Sale (POS) Machines (Cash Drawer, Thermal Printers, and HP Printers).
- Regularly Provided Telephonic, E-mail communications and hands-on IT support including hardware/software troubleshooting, backup and recovery.

Sr. IT Support Engineer at National Foods Ltd. (Pakistan)

06th July 2011 – 23rd April 2015

Job Description:

- Working as a Sr. IT Support Engineer, maintain Helpdesk Software & Managed IT Inventory & SLA records.
- Troubleshooting internet problems, desktop & Laptop problems of HP Compaq 8200 Elite, 8300 Elite & 6300 Elite, HP Probook 4450s, 4440s, 450s G1, 440s G1, 430s G1 & Cisco IP Phone 7911 & 6921 Series related issues.
- Providing Hardware & Software related Support to client and resolving their issues.
- Installation of Windows 7& 8.1, Client Applications (SAP, Office 2010, Symantec Antivirus, Acrobat Reader and VPN etc.) & email configure on Mobile Phones.
- Generate Purchase Requisitions, Service Requisitions, Purchase Order and Goods Received on SAP for procurement process.
- Supervising team for installation of Windows & Software, troubleshooting of internet, desktop, Laptop, Cisco IP Phones and Network problems
- Also Manage meetings which are through Video conference (Aver HVC 330)

Projects:

- Infrastructure Project at National Foods Limited.
- Energy Saving Project at National Foods Limited which involved changing CRT to LED
- Implementation of Network Printers at all locations of National Foods Limited.

IT Interne at National Foods Ltd. (Pakistan)

05th April 2015 – 05th July 2015

- Working as an IT Interne, Installation of Windows, Client Applications & email configure on Mobile Phones.
- Troubleshooting internet problems, desktop & Laptop problems.
- Providing Hardware & Software related Support to client.
- Also manage meetings which are through Video conference.

Professional Qualifications:

- Microsoft Windows 8 Configuration Certified (70-687)
- **MCITP** (Microsoft Certified of Information Technology Professional) from CTTC (Pvt.) Ltd.
- Attended **Linux** Workshop arranged by National Foods Limited.
- Certificate of Information Technology from Pak College of Computer and Business Education (in 2008) bachelor

Education:

Education	Duration	Year of Completion	Institution
Bachelor in Commerce	2 Years	2013	Federal Urdu University of Arts, Sciences & Technology, Karachi, Pakistan.
Higher Secondary School Certification	2 Years	2009	Govt. Formen College, Karachi, Pakistan.
Secondary School Certification	2 Years	2007	S.M. Public Academy, Karachi, Pakistan.