



Muhammad Waqas Khan

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UAE – All Emirates

Career Objective

I am highly motivated and experienced professional having **13 years** of work experience in customer service, IT, computer operations and Security industry. I am seeking a challenging role in your company operations and willing to provide exceptional customer service and technical expertise to streamline

Profile

As an applicant for this role, my combined professional experience in customer service, security, and Information Technology positions me as a valuable asset. As a well-rounded professional, I am confident in my ability to deliver top-notch service, maintain security protocols and seamlessly integrate technology in given task.

Academic Qualification

B.com (Bachelor of Commerce)

1st Division B Grade

AIOU - Allama Iqbal Open University

Attested from Foreign Office & UAE Embassy

F.S.C. (Pre-Engineering)

1st Division B Grade

Govt. College Lahore Pakistan

Attested from Foreign Office & UAE Embassy

Metric (Science)

1st Division A Grade

Govt. High School Lahore Pakistan

Personal Information

Father Name : M. Dilshad Khan (Late)

Nationality : Pakistan

Marital Status: Married

EID No. : 784-1990-2949151-3

Passport No. : WU4125041

Date of Birth : 17 Nov 1990

Employment Experience

Faysal Bank Ltd. (Pakistan)

- Networks Support Engineer June 2014 to Dec 2014
- IT Service Desk Mar 2012 to May 2014
- Desktop Support Engineer May 2010 to Feb 2012

Task & Responsibilities:

IT Service Desk Agent

- As an IT Service Desk agent in a bank, my role covered various tasks and responsibilities across 190 branches of different regions. I was responsible for providing exceptional customer service to staff members and resolving their IT-related issues promptly and effectively.
- My Vendor coordination formed an integral part of my responsibilities, where I liaised with external IT vendors to ensure seamless delivery of services, adherence to service level agreements, and timely resolution of vendor-related issues.
- Throughout my role, I maintained a high level of professionalism, adhered to bank policies and procedures, and consistently sought opportunities to enhance the efficiency and effectiveness of IT service delivery.

Desktop, Software & Hardware Support

- As an IT Desktop Support Engineer at a regional level for 102 bank branches, my primary responsibilities revolve around troubleshooting various technical issues. This includes resolving problems related to **email, printers, IP phones, banking applications, and VDI (Virtual Desktop Infrastructure)** systems. I am skilled at diagnosing and rectifying issues promptly to minimize downtime and ensure smooth operations.
- I have actively participated in the merger of **Royal Bank of Scotland** with **Faysal Bank**, providing invaluable IT support during the transition. I have contributed to the successful integration of systems and technologies, enabling effective communication and collaboration between the merged entities.
- Schedule & monitor quarterly Preventive Maintenance of contracted equipment according to SLA.

- Moreover, I am capable in providing technical assistance for video conferencing, ensuring optimal connectivity and troubleshooting any issues that may arise during meetings or remote collaboration sessions.

Network Support:

- As an IT Network Support Engineer at a regional level for 102 branches my responsibilities covered **network monitoring, WAN optimization, VOIP phone** management, **report generation**, and security project implementation across the regional branches.
- Managing and monitoring all network links' status and handling complaints for the Central and North regions. I was responsible for ensuring the smooth functioning of the network infrastructure and addressing any issues that arose.
- I played a key role in the deployment of **Riverbed Devices** for WAN optimization in the Virtual Desktop Infrastructure project in the central region.
- Providing support to core team for installation and troubleshooting of Cisco switches/routers.
- Another crucial aspect of my role was the installation and troubleshooting of **Cisco** and **Avaya VOIP** phones. I was responsible for ensuring that the phone systems were properly installed, configured, and maintained for new joiners and branch staff.

Transguard Group LLC – Emirates Group Security (UAE)

- HSBC Middle East Bank - (TGSS Contract)

Northern Emirates Site Security Supervisor since **May 2023 to till date**.

- Du Telecommunication - (TGSS Contract)

Northern Emirates Data Center as a Team Leader since **Nov 2021 to April 2023**.

UAQ Umm al Quwain Data Center as a Security Officer **Sep 2017 to Oct 2021**.

- ✓ Got appreciation letter after giving 2 years consecutive 100% result in **TRA Telecommunication Regulatory Authority Audit** of Security infrastructure at UAQ Umm al Quwain Data Center.
- ✓ Got 2 times Shield, Cash prize and appreciation Letter in recognition for the timely response taken and defending client SOP policy in front of Police, CID & PSBD Officers during security simulation done by the **Ministry of Interior in UAQ Umm al Quwain**.

- ADIB- Abu Dhabi Islamic Bank - (TGSS Contract)

As a Bank Call Center Receptionist between the Years of **June 2016 to Aug 2017**.

- JBR- Jumeriah Beach Residence - (TGSS Contract)

As a Receptionist at AMWAJ & SHAMS sectors between the years of **Feb 2015 to May 2016**.

Trainings / Certifications:

- HSBC BANK Ltd. Global mandatory Training- Financial Crime
- HSBC BANK Ltd. Global mandatory Training- creating Value together
- PSBD Private Security Business Department (National Security Institute) Abu Dhabi
- Customer Service ADIB Abu Dhabi Islamic Bank Al Bateen Head Office Abu Dhabi.
- Fire and Safety (Emirates Aviation College) Dubai.
- First Aid Health and Safety Solution (HSS) Abu Dhabi.
- Self Defense **NSI** National Security Institute Ajman.

Overview of Task & Responsibilities Performed:

- Setting up the annual inspection process for Civil Defense audits to renew branches' trade licenses.
- Coordinating with the police authorities to arrange permissions for off-hours contractor's work.
- Providing support to Bank Financial Crime department by reviewing CCTV footage related to suspicious financial transactions.
- Conducting inspections and ensuring compliance of FIRE, CCTV, and IAS Intrusion Alarm System devices.
- Managing the Facility Help Desk operations for all NE branches maintenance issues.
- Managing the Share Point portal for Access Control System across all branches staff and contractors access.
- Establishes a professional working relationship with other team members and management staff.
- Managing weekly and monthly reports of all Northern Emirates GSM Towers visits and theft reports.
- Ensure to protect company assets and infrastructure by setting up access controls, surveillance systems and other security measures to maintain the integrity of company information.
- Maintain a proper record of work activities, operations, events, and logs in order to produce concise reports to company management.
- Ensure compliance with all local, state, and TRA policies on Security operations in Data Center.
- On site guard's trainings, deployments, preparing duty roaster maintaining records of all Northern Region Security staff and their profiles.
- Monitoring on-site security systems and ensuring alarms / disturbances are fully investigated.
(PID, NOVEC FM 200, FIRE, VESDA Panels Liquid detectors)

I have over 8 years of experience in the security industry, providing exceptional customer service while handling surveillance, CCTV monitoring, alarm response, and key management. I am adept at maintaining a vigilant eye on security systems, resolving customer concerns, and effectively coordinating with law enforcement agencies when necessary.

Skills & Qualities

While not having relevant experience in finance department, below are my some skills and qualities that can be beneficial for an exchange representative or teller cashier job.

- I always work with an entrusted value of high ethical standards and integrity.
- As having 8.5 years security experience in well-reputed organizations under various contracts my Adaptable and flexible nature enables me to handle difficult tasks, manage queues effectively, and work under pressure.
- My 10 Years employment experience purely belongs to computer assignments, which enabled Technology proficiency and give me ability to learn new software's quickly.
- I have the ability to listen customers for providing great service for any reasons.
- I have the experience to interact with customers daily, in which Excellent verbal communication skills help me for providing friendly and efficient customer service.
- I have the meaningful experience and ability to listen customers so both the security and cashiers may encounter challenging situations or customer complaints. The ability to think critically, remain calm, and resolve issues effectively is always valuable.
- Reports compiling and Documents preparations. Excellent command on MS Office formatting.
- I have the ability to prioritize work under pressure and meet deadlines with confidential information.
- I have Good analytical skills to provide swift diagnoses of conflict and staff problems.