

CURRICULUM VITAE
MOHAMMED ZIA UR RAHMAN KHAN

College of Health Sciences, University of Sharjah, P.O. Box 27272, Sharjah, United Arab Emirates
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Personal Details	Job Holder	MOHAMMED ZIA UR RAHMAN KHAN	ID Number:	20212
	Job Title	LABORATORY OFFICER COMPUTER September 2015 till date LABORATORY SUPERVISOR-COMPUTER From Aug 1999 - August 2015	D.O.J:	31/08/1999
	Department	COLLEGE OF HEALTH SCIENCE UNIVERSITY OF SHARJAH		
	Reporting to :	DEAN		
Job Profile	Job Purpose	Responsible for resolving IT related issues from desktop level to network support level in faculty office, staff office, computer labs, and web content coordinator for the college of health sciences.		
	Job tasks	<ul style="list-style-type: none"> ➤ College Web content coordinator on Share point v10. ➤ Communicate closely and cooperate with information technology helpdesk user support staff ➤ Responsible in updating PC images of computer labs, faculty and staff ➤ Support hardware maintenance in computer labs, faculty and staff office ➤ Cooperate with the Fixed Asset department in case of new PC installation or replacement for faculty and staff members and keep record for the college ➤ Research, test, and deploy software updates and new applications ➤ Communicate closely and cooperate with faculty to address their needs ➤ Helpdesk tasks are assigned through the helpdesk system from time to time and resolving the technical issues faced by the faculty and staff members and 		

closing it online after resolving the technical problems

- Maintenance of computers and network printers in computer labs
- Assisting faculty members in use of virtual technology in class rooms
- Attending technical calls in faculty and staff office of M23, M31 and W12 (women's central laboratory) and M12 (men's central laboratories) where the CHS department laboratories are located (Medical Lab Sciences laboratories, Medical Diagnostic Imaging Laboratories, Clinical Nutrition and Dietetics Laboratories, Environmental Health Sciences Laboratory and Physiotherapy Laboratories)
- Assuring compliance with the college's acceptable use policy in the lab setting
- Configuration of network/wireless connection for faculty and staff laptops
- Inventory control of fixed asset equipment in coordination with Fixed Asset Unit
- Assisting the college dean to remain current in any emerging technologies that may be applied to the classroom and labs in coordination with IT center
- Participating in all college activities in giving all IT related technical support as and when required

Previous job experience

Company: Unitron Networks Inc.

Hyderabad, India

Designation: Customer Support and System Engineer,
May 1997 - February 1999.

Tasks and responsibilities:

- Managing IT operation of the company
- Oversee development and maintenance of all IT equipment
- Coordinate supplier for new IT projects implementation
- Keeping IT equipment inventory accurate updated records
- Keeping records of supplier's IT project contracts and agreement
- Perform SLA Service Level Agreement.
- Designing and planning IT project for the company
- Securing system backup and recovery plan for the entire computer system

- Keeping the Entire company network stable connections
- Implementing internet security policy in the network
- Troubleshoot Computer Desktop, Laptop, and Printers
- Installing operating system windows 2000 / 2003 and other software applications
- Administering IT security policy
- Configuring Local Area Network ,Wireless equipment, SonicWALL (firewall)
- Managing Email creation and email distributions
- Providing IT support in all corner of the department in the company
- Wiring and Cabling installation for new network infrastructure

Skills

- More than 20 years of IT professional experience in UAE and India
- Online support via Remote Desktop, Team Viewer
- Email management and configuration for Outlook, POP
- Data Management Cloud base; Dropbox, Google Drive, Amaz, iCloud
- Software installation and configurations, utility software and management
- Solid experienced in Windows 7, Windows 8, Windows 10, and Mac OS
- Perform all related task mentioned in Service Level Agreement (SLA)
- Data backup and recovery, Software update, Firewall and Anti-virus security
- Administering Firewall configuration and Internet Security
- Troubleshooting Desktop, Laptop, Printers and other IT peripherals
- Printer Support and configuration; HP, Canon, Epson, Brother
- Network Infrastructure; LAN, MAN, WAN and Wireless network system
- Router and Switches configuration; Cisco, Dlink, Linksys, TPlink
- Excellent understanding of network protocol (TCP/IP, DNS, DHCP)

- Website content implementation and design: Dream viewer and Share point V10
- Knowledge in graphics designing using Adobe Photoshop
- Microsoft Office applications: Excel, Powerpoint, Word, Outlook, Access
- IT Procurement and IT Inventory management

Qualification

- Faculty of Engineering, **B.Sc in Computer Science and Engineering, Major in IT**, from Osmania University, India – April 1997

Professional Certification

Certification name
Cisco certified network associate
Cisco certified network associate
Microsoft certified system engineer- Windows 2000
Microsoft certified system administrator- Windows 2000
CompTIA A+ certified professional
Microsoft Exchange server 5.5 version
Certified Novell Administrator 5.0
Certified Novell Engineer 5.0
Microsoft certified professional Microsoft certified professional + Internet Microsoft certified system engineer
Diploma in Information and System Management
Certified Novell administrator 4.0
Certified Novell Engineer 4.0

Official Cisco ID # CSC010202038

Official Microsoft ID # 953509

Official CompTIA ID # COMP1056327

Training name	Completion date	Venue
IT Project Management program	25 th -29 th January 2015	Center for Continuing Education and Professional Development, University of Sharjah
Cisco Certified Network Associate – CCNA	16 th Nov 2009 – 21 st December 2009	Sites Power training center, Sharjah.

Professional Training

Certificate of Appreciation- CHS	IT setup and support for Department of Physiotherapy during the visit of accreditation team from ministry of higher education- 22 nd October 2017
Certificate of attendance – UoS	Participated in “No smoking university” No smoking day – 6 th Nov 2012
Certificate of appreciation – UoS	For IT support to World Health Day 2006 celebration – 3 rd April 2006
Certificate of attendance – UoS	Participated in the symposium of ICT Applications in Health Information, Education and Research – 27 th Nov 2005
Certificate of attendance – UoS	Participated in IT Awareness Day 2005

Other certificates

Declaration

I hereby certify that the above information is true and correct to the best of my knowledge.