



HASEEB RAHMAN

**IT Professional CCNA, PMP, ITIL
Qualified**

Bachelor in Information Technology

13+ Year's Professional Abroad Expertise

Contact Details

- +92 301-5075429
+971 55-1290 345
- Haseeb.rehman@live.com
- Mirdif Dubai – UAE
- [LinkedIn Profile](#)

Career Summary

** Having more than 13+ year Experience in serving the prestigious organizations performing the diversified roles in IT Department and IT Management.

** Expertise in Hotel IT System and Project Management including but not limited to: IT Governance Infrastructure, IT Security Accounts Management, MIS Reporting with strong command over business administration. Strategic thinker with high level of analytical and problem solving skills significantly contributed in core business activities and handling complete IT Team and department

** A highly responsible, insightful, determined and enthusiastic quick learner who possesses a considerable amount of knowledge and experience in finance & Accounting.

Certification

- ** Certified ITIL
- ** Certified CCNA
- ** Certified PMP

** Certified in E-Commerce & Web Development (HTML, JAVA SCRIPT, ASP, CSS, Dreamweaver, wordpress)

IT Packages

- ** SAP (Basic)
- ** ERP System PMS (Opera)
- ** Security Software
- ** Cyber Security System
- ** MYOB (Manage your own business)
- ** Advance Functionality of Microsoft Excel

EXPERIENCE

- Landmark Properties LLC**
Dubai - UAE
Mar 2018 to Present
Group IT Manager (Mid-Est & Africa)
- Somewhere Hospitality**
Regional IT Manager (Mid-Est & Europe)
Jun 2015 to Mar 2018
- Dubai Marine Beach Resort**
Group IT Manager
Mar 2014 to Dec 2016
- Jumeriah International LLC**
IT Manager (Dubai Shared Services)
Jul 2012 Mar 2014
- Accor Group**
IT Manager Pre-Opening (KSA & UAE)
Mar 2010 Jun 2012
Ramada Hotels
Al Khobar - KSA
IT Administrator
Feb 2009 Mar 2010
- Serena Hotel**
IT Officer
Jun 2008 Jun 2009

EDUCATION

- 2015 **ITIL – IT Management**
Dubai Training Institute
- 2010 **CCNA – Cisco Certified Professional- Qualified**
Institute of COMSATS Pakistan
- 2005 **Bachelor Information Technology**
Al Khair University Islamabad

CORE SKILLS

Hotel IT System		Project Management	
IT Management		Leadership Skills	
IT Security		Budgeting & Forecasts	
Network Administration		IT Infrastructure	
Fixed Assets management		Strategic Planning	

Key Learning

- Attended a course on IT Security & Cyber Security Skills
- Knowledge of Accounting Principles, Project Cost Accounting, Practices & Procedure and Accounting Standards. Experience in handling Accounting till finalization and Audit, Statutory Auditing, Internal Auditing & Taxation.

Projects

** Computer IT System Infrastructure 360

Degree

** Analysis on Financial Ratio for a leading company.

IT & Computer Literature


- Window & OS
- MS Office Proficiency
- Email & Internet
- Web Designing and Development
- IT Security & ERP

Training & Development

** Attended seminar for “VAT Treatment and Registration for Consumer Businesses in Ajman Saray Hotel”

** Attended Seminar for “VAT Implementation ERP Software @ NUF Chartered Accountant “

Languages

English	
Arabic	
Urdu	

Personal Information

Date of Birth	09-09-1982
Address	Mirdif Dubai
Sex	Male
Marital Status	Married
Nationality	Pakistani
Driving License	Valid UAE

Declaration

I hereby assure that the above information furnished by me is true & correct to the best of my knowledge. I hope that the above mentioned particulars will meet your requirements and if given a chance to prove myself, I assure you that I will do the best to fulfill company's adjectives.

References

References would be provided on request/demand.

Proven Job Roles

1. Group IT Manager (Mid-Est & Africa) – Landmark Group LLC

www.landmarkzenath.com (Corporate Division)
www.landmarkhotels.com (Middle-East Hotel Division)
www.starpalacehotels.com (Asia Hotel Division)
www.landmarkzenath.com/restaurants (Restaurants Division)
www.zenathre.com (REAL Estate & Investment Division)
www.landmarkcongo.com (Engineering & Constructions Division)
www.agmeico.com (Mechanical & Electric Division)
www.explorealways.ae (Travel & TOURISM Division)

Working as Group IT Manager for LANDMARK Group full in-charge of Corporate Division, Hospitality Division, Real-estate & Investment, Engineering & Construction Division, Restaurants Division, Travel & Tourism

Handling IT team member of 8 people and supervising them for day to day operation

Handling Hotel IT System and F&B outlets System and Formulation and execution of IT policies and Internal Control System.

Primary responsibility in charge of IT Department and all the Business Division related to Owner.

Network Key Responsibility:-

- Configuration of network devices (Cisco, Juniper, Palo Alto etc.) – Hands-on In-depth practical knowledge of VLANs, STPs, VPNs, QoS, IPsec, OSPF, BGP, ACLs, WiFi (802.11x), HSRP, collaboration etc.
- Vendor neutral network equipment and call center technologies
- Network and telecommunications design and implementation
- Network standards and protocols also Network service contracts and maintenance agreements

To manage the day-to-day network operations, network management/monitoring, network troubleshooting/verification, commissioning/decommissioning of VPNs, communication circuits including Point-to-Point circuits, WAN / MPLS circuits, Internet circuits, VPN over Internet Circuits, Leased Lines, DPLCs and IPLCs; reporting on specified KPIs, L2 and L3 protocols, routing, switching, firewalling, threat/defense systems etc.

•Configure and install various network devices and services (e.g., routers, switches, firewalls, VPNs,

wired/wireless)•Perform network LAN maintenance and upgrades including Network/Inter-Network Operating patches•Monitor and perform security configurations and ensure network availability, security and reliability

•The design and implementation of new solutions and improving resilience of the current environment

•Monitor network uptime, network resources' utilization, trending, and capacity planning

•Provide Level 2 and Layer 3 support and troubleshooting to resolve Tier-1 till Tier-2 issues and implement security tools, policies, and procedures in conjunction with the Afiniti Information Security Department

•Securing network and communication systems by establishing and enforcing policies and implementing access control

•Communicating with customers/clients around the globe via email, phone and video conferencing for initial network requirement capture, configuration, troubleshooting and commissioning

•Liaison with vendors and other internal IT personnel for issue/problem resolution

•Constant contact with Information Security Department to ensure seamless mitigation of security risks over Network and Communication infrastructure

•Monitoring network engineering performance and ensure system availability and reliability

•Ensure within established configuration and change management policies/practices, approvals and success of changes made to the network infrastructure.

• In-charge of the preparation of the annual IT Budget and the monthly operational reports required by the GM

of the Properties

• Maintaining the Hotel's Website and Booking Engine

• Centralizing the Booking System SYNXIS and Rate Tiger

• Implementation of Email Security System with Ransomware Protection within the group

• Juniper Firewall Configuration/Cyberoam with VPN connection for all 11 Hotels

• Design the WIFI and Hotspot System for marketing promotion campaigns

• Taking Automatic Centralized Backup for Hotels

• Making policy in Active Directory

• Windows 2000/2003 server, Active Directory and Group Policies

• HP Networking and integration of systems to PABX.

• Hardware/Software Service of computer system.

• DOS, VISIO. Installation of LAN/WAN designs.

2. Regional IT Manager – SOMEWHERE Hospitality Group

www.somewhere-hotels.com

Regional IT Manager (Mid-Est & EST Europe)

Working as Regional IT Manager for Somewhere Hospitality Group and full in-charge of: -

2 Hotels in Dubai **450 Rooms** | Somewhere Hotel Apartment -Deira | Somewhere Hotel TECOM

2 Hotels in KSA **200 Rooms** | Somewhere Hotel 5 * KSA | Somewhere Hotel Apartment AL Asha

2 Hotels in Greece **150 rooms** – Athens Somewhere Hotels & Resort Athens Greece.

• Primary responsibility for Opening New Hotel (IT Projects) as Project Manager

• Handling IT Department and supervising on 5 IT team members

• Implementation of Centralized Sky Bayan Cloud system for 5 hotels

• Giving full support to all the issues related to Opera PMS 5.3, Fidelio, Micros POS 9700 POS 3700, ResFront, AD Server.

• Implementation of software of ACE Financial System and attendance system.

• SQL Management 2014 for Centralized and Multi-Properties

• In-charge of the preparation of the annual IT Budget and the monthly operational reports required by the GM

of the Properties

• Maintaining the Hotel's Website and Booking Engine

• Centralizing the Booking System SYNXIS

• Implementation of Email Security System with Ransomware Protection within the group

• Juniper Firewall Configuration and VPN connection for all 6 Hotels

• Design the WIFI and Hotspot System for marketing promotion campaigns

• Taking Automatic Centralized Backup for Hotels

Projects

- ** Website Designing and Implementation
- ** IT ERP System and online IT Support Ticketing System

IT & Computer Literature




- Window & OS
- MS Office Proficiency
- Email & Internet
- Web Designing and Development4
- IT Security and ERP

Training & Development

** Attended seminar for “VAT Treatment and Registration for Consumer Businesses in Ajman Saray Hotel”

** Attended Seminar for “VAT Implementation ERP Software @ NUF Chartered Accountant “

Languages

English	
Arabic	
Urdu	

Personal Information

Date of Birth	09-09-1982
Address	Mirdif Dubai
Sex	Male
Marital Status	Married
Nationality	Pakistani
Driving License	Valid UAE

Declaration

I hereby assure that the above information furnished by me is true & correct to the best of my knowledge. I hope that the above mentioned particulars will meet your requirements and if given a chance to prove myself, I assure you that I will do the best to fulfill company's adjectives.

References

References would be provided on request/demand.

Proven Job Roles

- Making policy in Active Directory
- Windows 2000/2003 server, Active Directory and Group Policies
- HP Networking and integration of systems to PABX.
- Hardware/Software Service of computer system.
- DOS, VISIO. Installation of LAN/WAN designs.

3 Group IT Manager – Dubai Marine Beach Resort

www.dxbmarine.com

I was working as Group IT Manager for Hotel & Resort and full In-charge for Chain of 3 F&B Restaurants; one is in Dubai, one in Fujairah and the last one is in Abu Dhabi named as Bikers Café. Additional to that I was taking care of the Owner Business for construction and food truck in all IT related inquiries.

- Main responsibility for all New Projects within the Group
- Handling Complete IT Department and supervising on 3 IT team members
- Implementation of SUN System and FBM system
- Implementation of CRM and IT Help Desk Ticketing System
- Giving full support to all issues related to Opera PMS 5.3, Fidelio, Front REST, O-Live & Micros POS 9700 and Info Genius POS
- Centralized Antivirus System
- Making IT Budgeting and Monthly Operational Reports • Ubuntu Firewall and Website Security System
- Maintaining the Daily backups.

4. IT Manager (Dubai Shared Service) – Jumeirah

[International www.Jumeriah.com](http://www.Jumeriah.com)

In SBU Jumeirah Living World Trade Centre Managing 377 Rooms and Apartments for IT Services and Support to the guest.

Giving 24/7 support to the front office and Back office, Opera, Micros / Symphony, O-Live & O-Track HSIA System, WIFI, Group Policy, FMC, SUN-Financial, VLAN, Microsoft Exchange, GSM.

System, AD server, HP Backup Server, Adecco System, Inventory System, Info Genius & Website

Designing and sales & Marketing update, TV System, IPTV system etc.

Giving IT related support to 5 Jumeirah Restaurant and Noodle Houses in Dubai (Urbino, Reventen Grill, Noodle Houses (Dubai Mall, Burjuman Centre, and DIFC Noodle House).

Copy Daily Backup and sending to the store daily for rotation for 45 days. Managing Two towers of the hotel for Server room and IDF.

Responsibilities of making report for Profit and loss, Budgeting, Cost Controlling of the department. Working on new project and upgrading the system also making IT Monthly report for the department. Making Third Party Maintenance Contract.

5. IT Manager (KSA & UAE) – ACCOR Group

www.accor.com

In Mercure Accor hotels with 124 room and apartments

RAID configuration and administration of Windows Enterprise Server installation, configuration and administration of Backup and disaster recovery of Security systems configuration and administration of SAN, NAS and storage solutions configuration and administration of Email systems / Lotus, Exchange configuration and administration Oracle Database installation and maintenance. SQL server database installation and maintenance.

My Key responsibility is as under: -

- Give support to Front office, Business Center and Housekeeping
 - Give support related issue in Opera PMS 5.3, Fidelio, Micros POS 9700, Accor AD Server.
 - Software of MSGP and attendance system.
 - Support to Linux server for Internet
 - Maintaining the Daily backups.
- Policies Make policy in Active Directory. Windows 2000/2003 server, Active Directory and Group
- Cisco networking and integration of systems to PABX.
 - Hardware/Software Service of computer system.
 - DOS, VISIO. Installation of LAN/WAN designs.

Technical Skills:

Including, but not limited to Linux / Red Hat Enterprise installation, configuration and administration of Cisco / Nortel / Avaya systems configuration and administration of WAN, LAN, Leased lines, ISDN, ADSL configuration and administration of Core switches, firewalls, proxies and routers configuration and administration TCP/IP, DNS, DHCP, NFS, FTP, NIS, Web Servers

Projects

- ** Business Budget and Forecast
- ** Analysis on Financial Ratio for a leading company.

IT & Computer Literature




- Window & OS
- MS Office Proficiency
- Email & Internet
- Web Designing & Development
- IT Security and ERP system

Training & Development

** Attended seminar for “VAT Treatment and Registration for Consumer Businesses in Ajman Saray Hotel”

** Attended Seminar for “VAT Implementation ERP Software @ NUF Chartered Accountant “

Languages

English	
Arabic	
Urdu	

Personal Information

Date of Birth	09-09-1982
Sex	Male
Marital Status	Married
Nationality	Pakistani
Driving License	Valid UAE

Declaration

I hereby assure that the above information furnished by me is true & correct to the best of my knowledge. I hope that the above mentioned particulars will meet your requirements and if given a chance to prove myself, I assure you that I will do the best to fulfill company's objectives.

References

References would be provided on request/demand.

Proven Job Roles

6 IT Administrator – Ramada Hotels

www.ramadaalkhobar.com

Working in Ramada Hotel& Suites in Saudi Arabia as an IT Administrator. My responsibility to monitor over all hotel and

Inter Billing system for Room guest, Fidelio/Micros server monitoring and troubleshooting.

Support to Front office and back of the office.

- To be in charge in the design, installation, and operation of the new IT Infrastructure including complimenting technologies and services
 - Software installation, maintenance and upgrades
 - Operating systems installation, maintenance and upgrades
 - Hardware installation, maintenance and upgrades
 - Network installation, maintenance and upgrades
 - Technical research, development and troubleshooting
 - Routine Systems administration and maintenance
 - Disaster recovery systems management
 - Security systems management
 - Systems documentation creation and management following established standards
 - Identification of process inefficiencies and proposal of alternative solutions
 - Identification of business inefficiencies and proposals of solutions processes
- Development and maintenance of Data Centre policies
- Training and mentoring team members
 - Other tasks that might be assigned by management

7. IT Officer – SERENA Hotels (Leading Hotel of the World)

www.serenahotels.com

Computer Programmer & Network Support (2 years) from 2006-2008
Experience on Microsoft Great Plains (MSGP), Opera/Fidelio/Micros and Back of the House

Manage the network for internet and MIS systems with different servers,

Supporting more than 200 users from Guest side and more than 100 users back office operation. Good experience on Linux operating system and handling back office more than 100 users network for internet sharing and securities

Thank you