

Abdul Samad Khan



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PERSONAL INFO

- **AGE**
36
- **UAE DRIVING LICENSE**
VALID

CERTIFICATION



VERIFICATION NO
(417341656229BLCG)
2014

SKILLS

- MS OFFICE
- NETWORKING WAN | LAN
- OS | NETWORK TROUBLESHOOTING
- DYNAMIC DNS MANAGING
- CANVA
- PHOTO EDITING
- VIDEO EDITING
- RASPBERRY PI HOSTING
- TRUENAS HOSTING
- MEDIA SERVERS
- MS POWER AUTOMATE
- FINNONE SUPPORT
- OS DEPLOYMENT | INSTALLATIONS
- SHOPIFY

TRAININGS

TRAIN THE TRAINER
IT TRAINING PROGRAM
HABIB BANK LTD.

COURSES

- CCNA
- CCNP
- MCSE
- LINUX

OBJECTIVE

To grow in a challenging environment by utilizing my past experience, analytical skills, hardworking, positive attitude, customer-centric mindset and trustfulness mentality to benefit the organization in the best possible manner.

WORK EXPERIENCE

InstantSale Ecommerce Store - PK | Ecommerce Operation

MAY 2021 – MAY 2023

- Oversee the day-to-day operations of an online store that sells a wide range of products to customers nationwide.
- Improve the website's user experience and performance by updating the layout, content, graphics, and features.
- Track website performance, customer behavior, and market trends by analyzing web analytics and sales data.
- Develop and maintain product listings, descriptions, prices and images across all nationwide sale channels.
- Work with vendors, and fulfillment partners to ensure that customers receive their orders on time and in good condition.
- Provide customer service via multiple channels to resolve issues and improve customer satisfaction.
- Optimize inventory management to ensure that we have the right amount of stock on hand to meet customer demand, without overstocking or understocking.
- Generating daily, weekly, and monthly reports of sales and financial data to track performance.

AL AABDI HOLDINGS LLC - UAE | Operation Officer for Abu Dhabi Islamic Bank

JULY 2014 – FEB 2021

DIRECT SALE UNIT

- Workings as an Operation Support Staff for all Liability files sourced at Direct Sales Units (DSU).
- To monitor, control, distribute and rectify files which are received by Retail Finance Operations (RFO).
- To coordinate between all Direct Sales Units and Retail Finance Operation Department and ensure ease of workflow.
- Maintaining the MIS for daily submission of cases to Retail Finance Operation Department.
- Making daily, weekly and month end reports for the Management covering multidimensional information and analysis including but not limited to submission of cases, Reasons for pending cases at DSUs, return cases from Retail Finance Operation Department etc.
- Support all DSUs towards achieving assigned targets by following-up on cases to be disbursed with respective Operation teams.
- Review documents of deals to ensure correctness and completeness prior signing and stamping on behalf of DSUs on required documents if necessary.
- Reviewing cases for ensuring quality, correctness and completeness before sending to the Central Operations which supports in minimizing the return cases.

FINNONE IT SUPPORT for Abu Dhabi Islamic Bank | 3 Months

- Providing Finnone support to all ADIB branches and DSU.
- Coordinating updates, solutions and complains between DSU/Branches and Finnone team
- Remote accessing workstation to support branches and DSU users.
- Reporting bugs to FINNONE software team to prioritize resolution of issues.
- Offer direct technical support to user through phone and email
- Record daily base complain from DSU and branches regarding errors and change request functions.
- Support new personnel in software and operational instructions
- Record issues and solutions to troubleshoot guides.
- Guides user to use self-help resources.
- Making reports for the management daily, weekly and month end of submission of cases and return from Retail Finance Operation department.
- To escalate files with fraudulent or suspicious documents to compliance Supervisor.

THK SOLOUTIONS - PK | IT Support Officer for Habib Bank

JAN 2013 – MAR 2014

- Deployment and Troubleshooting of Online Branches Banking Software's
- Providing remote and physical support to North 127 HBL Bank Branches
- Managing installation of Operating System and Banking Software
- Managing Network connectivity and troubleshooting
- Window 7/XP support to Branch Users
- Conduct training for Branch Users regarding Bank Software's
- Conduct training for Engineers stationed in remote areas.
- Reporting Bugs in Bank's software to Software department
- Remote accessing online branches in remote areas for software troubleshooting, configuration, installation and network diagnostics.
- Providing support for Video conferences VIDEOCON
- Providing Technical support to HBL Executive meetings and events
- Active Directory user administration
- Providing Microsoft Software Support MS Office, MS Outlook, Lync

Abdul Samad Khan

LANGUAGES

- ENGLISH
- URDU

EDUCATION

- **Bachelor in Computer Science**
Virtual University of Pakistan
Completed in 2014
- **Intermediate**
Computer Science
Completed in 2005
- **Matriculation**
Science
Completed in 2003

WORK EXPERIENCE CONTINUED

IT FREELANCER - PK | IT Consultancy to Small Businesses JAN 2009 – DEC 2012

- Windows OS installations
- Configuration of Network Cameras and DDNS services for remotely services
- Providing Support remotely and physically
- Administration of FTP Server And VPN Services
- Managing Local Area Network
- Home End Router and Switches configuring.
- Software and Antivirus support

THK SOLOUTIONS - PK | IT Support Officer for Habib Bank JUL 2007 – NOV 2008

- Managing deployment of Online and Remote branches of Banking Software's
- Deployment of Bank Software SIMEX (Secure Internet/Intranet messaging Exchange) in the 110 Branches
- Managing Branches Email Profile in MS Outlook with Mail Server and giving them Software Support and error free transmission.
- Branch Software and Network Troubleshooting
- Reporting Bugs in Bank's software to Software department
- Monitoring and coordinating with 110 Branches for the Branch Daily Data Head Office.
- Conduct training for Branch Managers regarding Bank Software's and Computer basics.
- Remote accessing online branches in remote areas for software troubleshooting, configuration and network diagnostics.
- Managing Online branches LAN Network for error free data transmission of Bank data file to Head Office and Regional Office as a backup