



Rab Nawaz

Personal Profile

Date of Birth: 22-Feb-1991

Marital Status: Married

Email: rabnawaz91@hotmail.com

Languages: English, Urdu, Arabic

Nationality: Pakistani

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Visa Status: Employment Visa.

Objective:

Experienced **IT Officer / IT Infrastructure & Systems Manager** with a strong track record of managing enterprise-level IT environments, infrastructure operations, and technology-driven initiatives. Expertise in overseeing **IT infrastructure, systems administration, LMS platforms, IT support services, and end-to-end IT project management**, ensuring secure, reliable, and scalable technology operations.

Core strengths include:

- **IT Infrastructure & Systems Management** (servers, networks, virtualization, security, backups, disaster recovery)
- **Learning Management Systems (LMS)** deployment, administration, integrations, and user enablement
- **IT Support & Service Operations**, leading support teams, improving response times, and maintaining SLA compliance
- **IT Project Management & Deployment**, managing planning, budgeting, vendor coordination, implementation, and post-go-live support

Highly skilled in aligning IT strategy with business objectives, driving digital transformation, managing vendors, and implementing best practices to improve performance and cost efficiency. Known for strong leadership, problem-solving abilities, and the successful delivery of complex IT projects.

Work Experience

Khalifah Al Hamzah American School (Sharjah - U.A.E)

May 2025 – Present

Information Technology Officer

- End User Support
- Classroom Technology Support (Smart Boards, Computer, Laptop, iPad)
- iPad Management and Security Controls by using Apple School Manager and Mosyle
- School Learning Platform Support (Nearpod, Savvas, MS Teams)
- Exam Rostering and Technical Setup (MAP)
- IT Security monitoring and policies implementation
- IT Hardware and Software Support
- School Network Support and Administration

- School Staff Training and Instructional Technology Coaching
- IT Documentation and reporting
- School social media and Newsletter support
- IT Asset Management
- Office 365 Administration (User Accounts, Password Reset, MS Exchange)
- MS Windows Server Administration (AD Users, Entra ID)
- Cisco Switches Support
- PABX and IP Phone Support
- CCTV Camera and NVR Support
- Biometric Time Attendance Machines Support
- Door Access System Support
- LMS (iCampus, Paradigm) Support - Students Report Cards, Staff Accounts, Platform Troubleshooting
- IT Vendor Coordination

ADNOC Schools (Abu Dhabi- U.A.E)

May 2022 – May 2025

IT Support Engineer @ ADNOC Schools- UAE

- Primary and secondary IT support services to ADNOC Schools' faculty and students.
- Record, address, update, obtain approvals for, and allocate IT support tickets via the ManageEngine ServiceDesk Cloud Application.
- Deliver on-site IT assistance directly to staff and students, providing training on cloud platforms and new applications as needed.
- Manage the setup, configuration, and upkeep of desktop hardware (including desktop computers and printers) and standard desktop applications (such as Microsoft applications, antivirus software, and network security measures).
- Provide support for online Assessments (Browsers configuration and compatibility checks).
- Ensure that Operations and Network Services meet the performance targets outlined in the IT department's Service Level Agreements (SLAs).
- Aid in the development and implementation of standardized desktop configurations, documentation, and operational procedures.
- Oversee the entire life cycle of end-user technology assets, from procurement to the disposal of hardware (such as laptops, desktop computers, monitors, printers, Cisco IP phones, iPads, and Mac PCs), software, and telecommunications equipment, in coordination with corporate procurement.
- Provide initial support for interactive whiteboards (IWBs), projectors, Apple TVs, speakers, and docking stations.

Online ICT Tutor

June 2022- Present

[Distance Learning Platforms, Google Meet, Zoom]

- Conducted online tutoring sessions in programming languages and educational technology platforms, including Python, Java, HTML, CSS, Nearpod, Edpuzzle, and Kahoot.
- Provided personalized instruction to students, addressing their unique learning needs and facilitating their understanding of ICT concepts.
- Utilized various educational technology tools to enhance the online learning experience and engage students effectively.

Bloom Education (Al Ain, Abu Dhabi- U.A.E)

August 2019 – May 2022

IT Support Engineer @ ADEK Charter Schools- UAE

- Provided comprehensive system and network support, including installation, configuration, and troubleshooting of IT software and hardware.
- Managed IT helpdesk queries, both remotely and onsite, ensuring timely resolution of issues.
- Administered Windows Servers, Active Directory, Exchange Server, and Office 365, ensuring smooth operation of IT systems.
- Supported network infrastructure, including Cisco, Huawei, and Juniper switches, addressing network problems and performing troubleshooting as needed.
- IT Asset Management
- Vendors Coordination

ITQAN ALKHALEEL COMPUTERS LLC (Abu Dhabi-U.A.E)

August 2018 – June 2019

IT Support Engineer @ Ministry of Education-U.A.E

- Provide support for all ICT Products and Services. Support may include answering questions, troubleshooting problems, instructing customers regarding software or hardware functionality.
- Managing Hardware/Software & computer equipment, Upgrade & Replace Hardware & Software.
- Installation, Configuration & Troubleshooting of: Windows OS, MS Servers, Learning Application, IP Telephone, CCTV Camera, Biometric Attendance Device, Printers, Projectors & Smart Boards.
- Support of different Learning-Applications (Desktop & Web Applications).
- Backup of CCTV Recording, Troubleshooting of Different School Devices (BMS, Alarm Systems, Music Systems).
- Incidents Management with Ticketing System of MOE.
- Record users' problems information in the Ticketing System. Updates tickets with appropriate entries of activities and close tickets with resolution entered upon completion of the job.
- Maintain school's IT Assets records.

Inbox Business Technologies (Pakistan)

11/2016 - 03/2018

IT Support Engineer @ PTCL/Etisalat Project in PTCL HQs

- IT Technical Support L1.
- Managing inbound and outbound customer calls and queries in a timely manner as per SLA.
- Identify issues, customer's needs, clarify information & provide solutions.
- Analyze Reported incidents & Resolve issues by First Call Resolution (FCR) of customers to enable them to resume their work with minimum disruption & within the agreed Service Legal Targets.
- Coordinate with various support teams (internal) & external vendors and service providers to ensure quick resolution of incidents and service restoration.
- Follow process & procedures in line as per SLA.
- Incident Management process based on ITIL.

University Institute of Information Technology (Pakistan)
Network & System Administration (Internee)

01/2016 - 11/2016

- Deployed Active Directory (Domain Controller) under the supervision of Experienced Lecturer.
- Worked on Windows Server 2012 R2.
- Adding Rules & Features in Windows Server 2012 R2.
- Users & Groups Assignment.
- Installation of CentOS, IIS, Windows Server 2012 R2.
- System/Software Installation, Troubleshooting.
- Network Troubleshooting.

NIFT (PVT) LTD. (Pakistan)
Data Entry Operator

11/2011 - 10/2012

- Data Entry of Lands Record Management System Project
- Data Management
- Analysis of Data

Education / Academic Qualifications

- **Ali Institute of Education, Lahore (Pakistan)**
Post Graduate Diploma in Education 2022-2023
- **PMAS-Arid Agriculture University Rawalpindi (Pakistan)**
BS (Information Technology) 2012-2016

Courses attended / Achievements / Rewards / Certifications

- Jamf Educator issued by Jamf - August 2023.
- Introduction to Generative AI issued by Google Cloud Skills Boost – July 2023
- Apple Certified Teacher issued by Apple – June 2023
- Motivating Learners issued by British Council – May 2023
- Data Science with Python issued by Simplilearn – Jan 2023
- Google Classroom Teacher Training issued by Acer for Education EMEA – Oct 2022
- Child Protection Refresher 2022 issued by TES – Oct 2022
- Children's Mental wellbeing for International Schools issued by TES – Oct 2022
- Online Safety issued by TES – Oct 2022
- Certified Online Educator 2.0 issued by HBMSU(Dubai) – Sep 2022
- Google Certified Educator Level 1 issued by Google – Sep 2022