



FAISAL KHAN

Information Systems Manager~ IT Project Manager ~ IT Consultant

Expertise in blending creative intellect / insight and sharp technical and planning skills for managing IT Infrastructure and meeting business objectives, targeting modern way of Infrastructure Management



india.faisalkhan@gmail.com



+1 (214)995 5111

<https://www.linkedin.com/in/faisal-khan-9999ab99/>



Profile Summary

- Highly accomplished professional with **23 years** of rich & extensive experience in applying IT solutions and thereby performing Strategic Planning and operating the IT systems.
- Planned, Designed, and Implemented IT infrastructure using modern technologies to consider high resiliency, high performance, and structured IT security. Designed & implemented the IT processes, policies, and standard procedures in compliance with the ITIL framework and other regulatory bodies.
- Developed the innovative operations model to separate support, administration, and deployment functions to enhance focus and achieve positive results. Built the team objectives, which overall aligned with business objectives and goals. Identified the key result areas for focusing and applying the performance indicators that assured positive outcomes.



Core Competencies

Design, Implement and Operate IT Infrastructure
Trouble Shoot & Resolve Complex Technical Issues
Execute End-to-End Project Management.
Develop & Manage Enterprise Security Architecture
Design & Implement IT management Framework (ITIL)
Identify Technological and security Risks to Resolve and Mitigate
Built & Govern Standards, Policies & Process as per Industry standards



Certifications

- CCIE Lab (47133)
- PMP (PMI)
- Google CyberSecurity
- CCNP & CCNA (Cisco)
- FCNSP (Fortinet)
- Sun Solaris Admin
- Novell Netware Admin
- CCIE (Routing & Switching)
- CCIE (Security)
- CCDE Cisco Design Expert
- Cisco Data Center Specialist
- Cisco DC Network Infra.
- ITIL V4
- MCSE (Microsoft)



Training

- CISSP (Pursuing)
- AWS & Azure
- ITIL V4
- Leadership Dev. Prog.
- AWS (Cloud Infra.)
- VMware Design & Imp.
- Cisco SDN (ACI)
- PMP
- Management Skills for the IT Environment



Academic Details

- B.Com. from Osmania University in 2001 (Verified by WES)
- Master's in Information Technologies (Pursuing) Wayland University - Texas.



My Key Strengths



Career Timelines

Jan 24 to Present	•Fask Services Pvt. Ltd. • Business Development Director
May'13 to Dec 23	•Najm For Insurance Services -Riyadh • IT Infrastructure Head - from Oct 2018 • IT Operations Manager - from May 2013
Jun' 06 to April' 13	• Wipro Ltd. - India & Saudi Arabia • As Project Manager - May-11-May-13 • As Technical Specialist - Jun-06 - May 11
Aug' 01 to May' 06	• Hardserv - Hyderabad, India • As Network Engineer



Organizational Experience

Fask Services Pvt. Ltd. As Business Development Director - Jan - 2024 - Till date

Summary:

- ◆ Fask is an emerging new established organization with a great vision, I joined this company to enhance my leadership and executive skills.
- ◆ I am responsible for overlooking the company's business growth, financials, and revenue, I got the target to double the company's revenue year on year.

Key Accountabilities:

Business Development Strategies	New Startup formations	Technology enablement
Team Management and Leadership	Client Relationship Management	Strategic Contracting
Business and Revenue Growth	Program/Project Management	Risk/Crises Management

Najm For Insurance Services As Head of IT Infrastructure - May 2013 - Dec 2023

Summary:

- ◆ Najm is a semi-government public service organization with 4000 employees spread in 60 locations, Najm is authorized to make road accident assessments and liability determination reports across KSA.
- ◆ Built a tier III **data center** for Najm in 2020 with all emerging technologies and migrated all Najm services to Newly implemented Infrastructure without impacting the business. Technologies used such as Dell EMC HCI, ECS, CRS, Multitier security firewalls (Force Point/Paloalto), ForcePoint email gateway, Cisco enterprise network, Cisco SDWAN, Cisco ISE, Huawei WiFi, Load balancers (F5 and A10), Forescout NAC Solution, and many more... with a team of three technical managers and 16 engineers.
- ◆ Build the DRaaS by using Oracle Cloud in Saudi Arabia, deploy servers and establish replication and synchronization.

Key Accountabilities:

- | | |
|--|--|
| ◆ Maintain optimal performance of IT Services. | ◆ Timely upgrades of systems OS & Patches. |
| ◆ Assure the uptime of IT Services. | ◆ Address external audit findings within SLA. |
| ◆ Assign IT operations activities and assess results. | ◆ Plan and execute DR drill bi-annually. |
| ◆ Review the daily IT incidents & Changes. | ◆ Develop and submit a yearly budget for IT systems. |
| ◆ Develop and apply IT policies, procedures & processes as per the ITIL framework. | ◆ Assess business projects and include IT Infrastructure requirements. |
| ◆ Timely refresh of IT infrastructure. | ◆ Develop RFP process & review proposals. |
| ◆ Scale-up team technical competencies. | ◆ Execute IT Projects as per PMI practices. |
| ◆ Evaluate the security threat reports. | ◆ Closure of Projects before Due date. |
| ◆ Perform internal audits to identify risks. | ◆ Submit performance reports to management. |
| ◆ Develop and assign objectives, KRA's, and KPIs. | ◆ Evaluate performance to submit appraisal ratings. |

Main Duties:

- ◆ Develop, coordinate, guide, and maintain the IT system's strategic and operational plans to support the overall business strategy.
- ◆ Develop adequate IT processes, policies, and standard operating procedures to ensure smooth operations.
- ◆ Regularly monitor team performance and mentor them to enhance their competencies.
- ◆ Perform regular review of IT systems health reports to identify required upgrades proactively.
- ◆ Perform regular evaluations of IT systems to identify the risks and prepare a mitigation plan to resolve them.
- ◆ Schedule weekly IT meetings with each IT section to understand daily operations and advise the best remediations.
- ◆ Review the IT Change requests and implementation plans to approve or advise the amendments with explanations.
- ◆ Beginning of each year, develop the objectives for each section engineer and apply key performance indicators.
- ◆ Understand the IT challenges from the business operations team in a monthly review meeting and prepare action plans based on criticality and assign them to appropriate groups.
- ◆ Participate in business steering comity meetings as IT representative to provide IT-related support.
- ◆ Develop the RFP's to invite potential partners/vendors and finalize the best proposal and technologies.
- ◆ Ensure all IT projects follow PMI methodology, maximize effectiveness, and minimize costs.
- ◆ Act as an empathic leader who takes pride in empowering the team with the right tools and coaching.

➔ Operating Technologies:

Systems	Network	Security	IP Telephony	DC & Low Current
AWS Deployment	Cisco Ent. SDN (ACI).	Palo Alto FW	Avaya Call Mgr.	Uptime Tier III Certificate
Dell ECS & CRS VMware & Veeam A10 App LB	Cisco SD-WAN F5 – Link Contr. Fourscore NAC	Force Point FW, Email Gateway, Proxy and DLP.	Avaya CMS Avaya Recorder Avaya SIP SBC	Schneider In-Row ACs Schneider UPS (2) Perkin Generators (2)
Dell/EMC HCI	Huawei Wi-Fi	Juniper FW	Session Mgr.	Structure Network Cabling
MS Exchange	SolarWinds	Cisco ISE AAA	Remote worker	ZKT Attendance/access
Cisco DUO MFA	Cisco Stealth watch	IBM SIEM Sol.	System Mgr.	Firefighting system

➔ Wipro Ltd. As Technical Project Manager - June 2006 to April 2013

➔ Summary:

- ◆ Wipro is India's leading technology service provider, a multinational organization established in 1945. It has around 100,000+ employees worldwide.
- ◆ I had been initially deployed to Standard Chartered Bank (India) and then to Saudi Airlines (Saudi Arabia) for long-term implementation and operations. In 2010, we completed the Saudi Airlines transformation of legacy IT technologies with advanced technologies and supported the IT operations as Level-3 Escalation for one year. In 2011 I was promoted from technical specialist to technical project manager to handle Wipro client's projects like Princess Noura University, Aramco Redsea, MOHE, Mobily-Ciena, NCB Capital, Saudi Railway, Atheeb Trading, DNATA Travel, Petro Rabigh, Kaust, Saudi Electricity, Kacst, KSU, Ericson - (Mobily/STC) DC's, Gasco and Nupco.

➔ Main Duties

- ◆ Led the team in implementing the infrastructure of major Wipro clients such as Saudi Airlines and PNU.
- ◆ Performed the network and security vulnerability assessment on Wipro's client IT infra and identified the potential risks and threats. Built and submitted the test reports along with the remediation plans.
- ◆ Provided technical Level 3 escalation support to network and security support teams at Wipro clients.
- ◆ Implement security process as a member of the Cyber Security Incident Response Team.
- ◆ Drafted enterprise security standards and guidelines for network and system configuration and published security Updates, newsletters, and security awareness mailers for employees and technical groups.

➔ Operating Technologies:

Systems	Network	Security
HP Blades	Cisco Nexus	Cisco ASA FW
HP 3-Par Storage	IPSec / SSL	Fortinet FW
Vmware & Netwoker	MPLS Wan	Netscreen FW
MS Exchange	Whatsup Gold	Bluecoat Proxy
Cisco ACE - LB	Cisco Works LMS	Symantec AV

➔ Hardserv Technologies, As Network Engineer - Aug 2001 to May 2006

➔ Summary:

- ◆ Hardserv was established in 1997 with a vision to provide IT technology services and IT training for building local talent that converts into employment. After completing my training, I was appointed as a network engineer to look after the client's network issues.
- ◆ Responsible for providing on-time network resolutions, computer system deployments, and platform installations.
- ◆ New network implementation as per the given design and plan to execute and submit the sign-off.
- ◆ Responsible for providing lab training to students and new joiners. Novell platform installation, configuration, and troubleshooting of coaxial cabling.



Personal Details

Address: 808 w Royal Ln, Jefferson Creek, Irving – Texas 75039

Nationality: Indian

Languages Known: English, Hindi, & Arabic