



Kalim Ullah

Nationality: Pakistani **Date of birth:** 04/08/1988

Phone number: (+92) 3139676751 **Email address:** ask4kalim@gmail.com

Home: Qudrat Kalay Post Office Ibraheem Khan Kalay Charsadda Road Mardan, 232
00 Mardan (Pakistan)

WORK EXPERIENCE

Manager IT

Alkhidmat Raazi Hospital Islamabad (AKRHI) [11/08/2023 – Current]

City: Islamabad | **Country:** Pakistan

- Manage information technology and computer systems
- Plan, organize, control and evaluate IT and electronic data operations
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Identify problematic areas and implement strategic solutions in time
- Audit systems and assess their outcomes
- Preserve assets, information security and control structures
- Handle annual budget and ensure cost effectiveness

Manager Networks

Mohi-ud-Din Islamic University AJ&K [02/11/2020 – 10/08/2023]

City: Islamabad | **Country:** Pakistan

- Participate in upgradation of IT strategies in association with executive team.
- Prepare design and execute all short- and long-term methods to enhance infrastructural capacity.
- Perform reviews and provide support to network strategies before implementation.
- Coordinate with various departments and develop processes and policies.
- Manage staff and perform completion of all assignments and help assessment process.
- Prepare and negotiate reports on indoor and outdoor services.
- Collaborate and implement all network software and hardware upgradation.
- Perform troubleshoot and resolve different problem and evaluate LAN and WAN functionality to administer all shortcomings.
- Install and maintain LAN and WAN and other technological backups.
- Coordinate with equipment vendors and workers for installation and relocation of specifying spots.
- Prepare design plans and tests which are applicable to assist disaster recovery expeditions.
- Supervise survey and ensure hardware and software upgradation process.
- Managing campus management system (CMS) and Hospital Management System (HMIS)

Network Assistant

University of Engineering & Technology Mardan [05/03/2019 – 04/03/2020]

City: Mardan | **Country:** Pakistan

- Provide helpdesk assistance in resolving software, hardware and network related problems
- Assist in equipment set up and software installation and updates

- Perform troubleshooting, archiving and backup of server applications
- Manage inventory of software licenses, software application, hardware components and IT supplies Generate email and network accounts for new users
- Configure computers for new users
- Update regularly emails and phone numbers of users
- Respond to service calls and emails promptly
- Maintain both internal and external company networks
- Assist in implementing firewalls and security devices to ensure network security
- Coordinate with Manager to set user access, permissions and roles to prevent unauthorized access

Area Manager (O&M)

Hitech Networks Pvt Ltd [15/12/2014 – 28/02/2017]

City: Peshawar | **Country:** Pakistan

- Designs, implements, and manages digital and analog telecommunications equipment and services.
- Evaluates and recommends new products and systems to improve network and telecommunications reliability, throughput, and productivity.
- Plans, orders, coordinates, and provides support to the network control area for the installation of new telephone systems at new locations.
- Provides support and resolution for telecommunications issues escalated by the Help Desk.
- Assists the Director (O&M) in planning, coordinating, and implementing new telecommunications projects; provides assistance with developing strategies, goals, and action plans for the department.
- Performs analysis of local and long distance networks to ensure network optimization and cost savings.
- Audits and manages telecommunications invoices and works with telecommunications vendors in relation to resolving billing disputes.
- Coordinates and maintains service contracts and maintenance agreements for voicemail, and key telephone systems.
- Recommends changes to processes, policies, and metrics to facilitate the improvement of department performance.
- Supervises, hires, trains, and evaluates telecommunications staff; ensures seamless execution of departmental policies, procedures and customer satisfaction.

EDUCATION AND TRAINING

Master of Science in Computer Sciences (MSCS)

Mohi Ud Din Islamic University AJ&K [01/11/2021 – 12/03/2024]

Address: Mohi Ud Din Islamic University, Nerian Sharif, Trarkhal AJ&K, 12080 Islamabad (Pakistan) | **Website:** www.miu.edu.pk | **Field(s) of study:** Information and Communication Technologies | **Final grade:** A | **Level in EQF:** EQF level 7 | **Thesis:** MACHINE LEARNING TECHNIQUES BASED CLASSIFICATION MODEL TO ANALYZE STUDENT FEEDBACK AND IMPROVE EDUCATIONAL OUTCOMES

- Machine Learning Techniques
- Data Mining and its Trends
- Advance Operating Systems
- Theory of Automation
- Advance Analysis of Algorithms

Bachelor of Science in Computer Sciences (BSCS)

Abdul Wali Khan University Mardan (AWKUM) [15/05/2009 – 19/08/2013]

Address: Abdul Wali Khan University Mardan Khyber Pakhtunkhwa, Pakistan, 23200 Mardan (Pakistan) | **Website:** www.awkum.edu.pk

LANGUAGE SKILLS

Mother tongue(s): Pashto

Other language(s):

Urdu

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office / Social Media / Google Drive / Skype / Outlook / Zoom / Computer Networks and Computer Protocols / System Administration / Moodle LMS / Ubuntu 204 / pfSense and VPN networks / learning management system administration

RESEARCH INTEREST

[11/11/2021 – 12/03/2024]

Machine Learning/Artificial Intelligence/Data Science/Wireless Sensor Networks

I have successful completed of my Master's thesis, titled "MACHINE LEARNING TECHNIQUES BASED CLASSIFICATION MODEL TO ANALYZE STUDENT FEEDBACK AND IMPROVE EDUCATIONAL OUTCOMES". This research represents a significant milestone in my academic journey and reflects my commitment to advancing knowledge in the field of Machine Learning.