



Muhammad Saad

IT Specialist | Head of IT Operations | Google AI Certified

 <https://www.coursera.org/account/accomplishments/professional-cert/M543KIMPTSGE>

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 Islamabad, Pakistan

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Professional Summary

Results-driven **IT Professional with 10+ years of experience** in system administration, hardware troubleshooting, and network management. Expert in streamlining operations through **Odoo ERP (v18/19)** and digital transformation. Recently **Google AI Certified**, leveraging artificial intelligence to optimize technical support workflows and data-driven decision-making. Proven track record of leading technical teams and managing large-scale manufacturing IT infrastructure.

Professional Experience



HR , IT & Admin Manager - ISB
BeJaän Tissue Factory
bejaanhygiene.com
Jan 2025 – Present

Managed complete HR operations by overseeing the entire employee lifecycle, from recruitment and onboarding to **payroll** and **attendance management**. I have been instrumental in developing and implementing company **HR policies** and ensuring strict compliance with labor laws to maintain a productive work environment. My role extends to supervising comprehensive **administrative tasks**, including office **maintenance**, **procurement**, and facility management, while also handling sales **team attendance**, **salary processing**, and **recovery monitoring**. Additionally, I coordinate **IT and administrative** functions by managing vendors and collaborating with various departments to ensure timely reporting and the smooth execution of daily operations."



IT Support Officer - HYD
Faizan Online Academy
(evening shift) - quranteacher.net
Jun 2018 – Dec 2024 (6.5 years)

Provided technical support for hardware, software, and network issues including laptops and MS Teams-related problems. Installed and configured systems, managed user accounts, and ensured regular data backups. Maintained IT inventory, prepared reports, handled monthly IT performance documentation. Coordinated with vendors for procurement and repairs, conducted market visits for IT equipment, and ensured smooth day-to-day IT operations across the organization.



Regional IT Officer - HYD
DarulMadinah Int: Schooling
Systems - darulmadinah.edu.pk
Dec 2014 – April 2023 (8.5 years)

Managed IT operations across multiple campuses with regular city and out-of-city visits. Resolved IT complaints promptly and ensured smooth hardware, software, and network support. Conducted staff IT trainings, managed user accounts, data backups, and system security. Handled IT inventory, store, scrap, and coordinated with vendors for purchasing and repairs. Performed market visits and submitted monthly IT performance and asset reports. Managed All Social Media Accounts.



Assistant Web Developer &
Network Administrator - KHI
TECH IT SYSTEMS - techitsys.com
Dec 2012 – Nov 2014 (1 year)

Assisted in designing, updating, and maintaining websites using HTML, CSS, and basic CMS tools. Supported backend integration and ensured cross-browser compatibility. Managed LAN/WAN infrastructure, installed and configured networking devices, and ensured network security and uptime. Provided technical support and troubleshooting for hardware, software, and connectivity issues.



Admin cum Accounts &
IT Teacher - HYD
FAST TECH CENTER - fast-tech.tk
Jan 2011 – Dec 2012 (2 years)

Managed administrative and accounts tasks including record-keeping, expense tracking, billing, and petty cash handling. Maintained office operations, prepared reports, and supported audit documentation. As an IT Teacher, delivered computer education to students, conducted practical sessions, and provided basic hardware/software troubleshooting support within the institute.

Education

Master Economics

UNIVERSITY OF SINDH JAMSHORO
2016

Software Engineering (4 Years)

UNIVERSITY OF SINDH JAMSHORO
2015

Bachelor in Education (B.Ed)

ALLAMA IQBAL OPEN UNIVERSITY
2022

Skills

Technical & IT Skills

- Hardware Installation & Troubleshooting
- Networking & IT Support
- IT Security & Data Protection
- Windows OS (7, 8, 10, 11) & Linux OS
- Web Designing & Programming Basics
- Email Configuration & Support
- AI Tools & Automation
- Accounts Software Handling
- MS Office (Word, Excel, PowerPoint)
- IT Project Management
- System Documentation

Training & Communication

- Staff Teaching & IT Training
- Presentation Skills
- Communication & Coordination
- Attending Webinars & Tech Workshops
- Continuous Learning & Self-Development
- Customer Relationship Management

Administrative & Management

- Administration Team Lead
- Office & Staff Management
- Attendance, Payroll & Record Keeping
- Procurement & Vendor Dealing
- Accounts & Basic Bookkeeping
- Traveling for Work & Learning Exposure

Certification / Diploma

- Diploma in Computer and Business Management - IMSA HYD - 2018
- Microsoft Certified I.T Professional - TECHNO TREND HYD - 2017
- Diploma In Web Development - JOHAR KHI - 2011
- Diploma In Hardware Engineering - JOHAR KHI - 2011
- Diploma in English Language - PACC HYD - 2010
- Certified Information Technology - MPFSIT HYD- 2005

Achievements

- Successfully resolved 95% of IT complaints within 24 hours, enhancing user satisfaction and reducing downtime.
- Conducted IT training sessions for over 100+ staff members, improving system efficiency and digital skills.
- Implemented a centralized IT inventory system, reducing tracking errors and equipment loss by 30%.
- Played a key role in vendor negotiations, saving 15% on IT purchases through effective procurement.
- Managed IT operations across 10+ campuses with smooth intercity coordination and support.
- Developed and implemented digital attendance and payroll tracking, reducing manual processing time.
- Received an award from Faizan Online Academy for creating high-quality IT tutorials for staff training.

Hobbies & Interests

- Exploring Artificial Intelligence tools and automation
- Continuously learning new technologies and IT trends
- Reading tech blogs and self-learning through online platforms
- Teaching IT skills to students and colleagues
- Attending webinars, trainings, and tech workshops
- Traveling for learning and professional exposure
- Playing chess (strategic & analytical thinking)

References

HYDERKHAN

C.E.O Mishkaat Business Solutions

MUHAMMAD FAIZAN

Director Al-Furqan Software Solutions

Google AI Fundamentals

ISSUED TO

Muhammad Saad



Issued on: 26 MAR 2026 | Issued by: Coursera
Verify: <https://www.credly.com/go/ZtyzkAjy>



Apr 4, 2026

Muhammad Saad

has successfully completed

AI for Brainstorming and Planning

an online course authorized by Google and offered through Coursera

Amanda Brophy
Global Director of Google Career Certificates

COURSE
CERTIFICATE



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Apr 4, 2026

Muhammad Saad

has successfully completed

AI for Research and Insights

an online course authorized by Google and offered through Coursera

Amanda Brophy
Global Director of Google Career Certificates

COURSE
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Apr 4, 2026

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has successfully completed

AI for Writing and Communicating

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Global Director of Google Career Certificates

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Apr 4, 2026

Muhammad Saad

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AI for Content Creation

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Global Director of Google Career Certificates

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Apr 4, 2026

Muhammad Saad

has successfully completed

AI for Data Analysis

an online course authorized by Google and offered through Coursera

Amanda Brophy
Global Director of Google Career Certificates

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Apr 4, 2026

Muhammad Saad

has successfully completed

AI for App Building

an online course authorized by Google and offered through Coursera

Amanda Brophy
Global Director of Google Career Certificates

COURSE
CERTIFICATE



Verify at:
<https://coursera.org/verify/PAIYUXXTU85K>
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7 Courses

AI Fundamentals

AI for Brainstorming and Planning

AI for Research and Insights

AI for Writing and Communicating

AI for Content Creation

AI for Data Analysis

AI for App Building



Apr 4, 2026

Muhammad Saad

has successfully completed the online Professional Certificate

Google AI

Those who earn the Google AI Professional Certificate are fluent in AI, and have completed 7 courses demonstrating their ability to apply AI to the skills where AI is transforming work: Brainstorming, Research, Communication, Content Creation, Data Analysis, and coding. They have built a portfolio of 20+ artifacts using AI, and have coded a custom AI solution. They prompt effectively, evaluate outputs, and leverage AI tools responsibly to solve real workplace challenges.

Amanda Brophy
Global Director of
Google Career
Certificates

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Verify this certificate at:

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FAIZAN ONLINE ACADEMY
DAWAT-E-ISLAMI

BEST
EMPLOYEE

CERTIFICATE OF ACHIEVEMENT

This Certificate is Awarded to

Muhammad Saad

Thank you for your dedication and hard work for the company
so that we crown you as the best employee of our organization.

Muhammad Younus
Manager IT

Ghulam Ilyas
HoD - FOA

CERTIFICATE OF ACHIEVEMENT

**THE CERTIFICATE IS BEING
AWARDED TO**

Muhammad Saad

**FOR COMPLETING THE ASSIGNMENT IN AN
EFFICIENT MANNER**

Imam Saad
Asst. Manager IT

Imam Saad
HoD - IT

Imam Saad
Rukn.e.Majlis

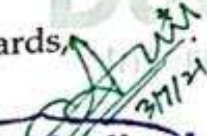
EXPERIENCE CERTIFICATE

TO WHOM IT MAY CONCERN

This is to certify that Muhammad Saad S/O Allaudin CNIC No# 4130224569383 has worked in Dar-ul-Madinah International Islamic School System at Hyderabad Region Office Hyderabad as a Regional IT Support Engineer for 6.5 years. (From 30-12-2014 to 31-05-2021). During this employment period, his services were found to be satisfactory in carrying out the Job responsibilities.

We wish him all the best in his future endeavors!

Best Regards,


Dar-ul-Madinah
International Islamic Schooling System
Dawat-e-Islami
Regional Director
Regionally Head Office

Dar-ul-Madinah
International Islamic School System
Dawat-e-Islami



**TECH IT
SYSTEMS**

Think about **IT**
We make **IT** happen

Ref TIS/HR/EXP/2014/4
November 18, 2014

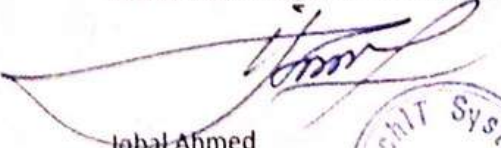
To Whomsoever It May Concern

This is to certify that **Mr Muhammad Saad s/o Allauddin** was employed with our Company Tech IT Systems from February 2014 to November 2014 as a **Web Developer & Network Administrator**. His major responsibilities included:

- Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing;
- Analyze performance of websites take action to correct deficiencies based on consultation with users and approval of supervisor
- Code, test and troubleshoot web applications utilizing the appropriate hardware, database, and programming technology.
- Coordinate with concerned departments to communicate the modification effects and impacts;
- Responsible for analysis of application programming language including performance, diagnosis,
- Debugging and troubleshooting to ensure effective use of the application.;
- Write, edit, and debug new computer programs for assigned projects, including necessary records and desired output
- Document and manage all programs related procedures and develop work instructions
- Converting Photoshop design into HTML/Web browser.
- Solving cross browsers Compatibility and Networking issues.
- Involved in the communication with the customers

He has quite a capacity in this area. During the time he was working for us, he was very hard working and efficient. He was able to perform all the responsibilities as assigned. In our opinion, he was such a motivated, duty bound and highly committed team member that his knowledge was quite a valuable asset to our company.

We at Tech IT Systems wish him all success in his future endeavors.



Iqbal Ahmed
CEO



This form also called experience certificate / certification.

Suite# 606 Al-Amin Tower, 6th Floor,
Main NIPA, Block-10, Gulshan-e-Iqbal,
Karachi.

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021-3483 3606
 +92-21-3483 6950

FASTTECH

COMPUTER, ENGLISH & COACHING CENTER

EXPERIENCE CERTIFICATE

This is to certify that Mr. **Muhammad Saad S/O Allauddin** is working in Fast Tech Center as **Computer Teacher and Network Administrator** from Dec2012 to Dec2013.

He is responsible and sincere in his work and his performance is very Good.

Date: 10-12-2013

FASTTECH
COMPUTER CENTER



Director