



Saad Khalid

Date of birth: 11/10/1992 | **Nationality:** Pakistani | **Gender:** Male | **Phone number:**
(+971) 564473217 (Mobile) | **Phone number:** (+971) 588003723 (Work) | **Email address:**
saddkhalid50@gmail.com | **Address:** Al Barsha 1, 00000, Dubai, United Arab Emirates (Home)

● ABOUT ME

Experienced IT professional with more than 10 years of experience delivering technical support, coordinating IT projects, developing business applications, and improving operational processes across the UAE, Pakistan, and the United States. Strong background in Windows environments, enterprise software, virtualization, CRM implementation, and cross-functional project coordination. MBA qualified with excellent analytical, communication, and problem-solving skills, seeking opportunities in IT Support, Systems Administration, or IT Project Coordination.

● EDUCATION AND TRAINING

05/03/2019 – 10/01/2022 Islamabad, Pakistan
MBA (INFORMATION TECHNOLOGY MANAGEMENT) International Islamic University

04/03/2013 – 05/06/2017 Rawalpindi, Pakistan
BS (COMPUTER SCIENCE) PMAS Arid Agriculture University

● WORK EXPERIENCE

OPERATIONS MANAGER – ARABIAN ONSITE CAR BATTERIES AND AUTOPARTS LLC – 10/09/2024 – Current – DUBAI, UNITED ARAB EMIRATES

- Overseeing daily operations and workflows to improve productivity and service levels.
- Leading supply chain coordination, inventory management, and production scheduling.
- Improving customer experience by aligning operational performance with sales/service requirements.
- Implementing cost-saving strategies and workflow optimizations.
- Managing teams, resolving operational challenges, and ensuring compliance with industry standards.

IT SUPPORT ENGINEER – ELITE CONCEPT INFORMATION TECHNOLOGY LLC – 10/10/2023 – 17/09/2024 – DUBAI, UNITED ARAB EMIRATES

- Provided technical support for hardware, software, and network issues.
- Ensured smooth functioning of IT systems and user support requests.
- Installed, configured, and maintained IT equipment.
- Troubleshoot system failures and improved user experience.
- Supported documentation, ticketing, and system updates.
- Coordinated with vendors and internal teams to maintain system availability and resolve technical incidents.
- Prepared technical documentation and supported infrastructure upgrades and preventive maintenance.

PROJECT COORDINATOR – FRONTIER WORKS ORGANIZATION (FWO) – 16/03/2018 – 22/12/2022 – RAWALPINDI, PAKISTAN

- Coordinated technology-driven infrastructure projects involving multiple stakeholders and technical teams.
- Managed project planning, documentation, scheduling, and stakeholder communication.
- Assisted in implementing enterprise digital solutions, including HRIS.
- Supported the successful delivery of Smart Motorways M-Tag and other organizational technology initiatives

OPERATIONS MANAGER (REMOTE) – FONDA RESTAURANT MANAGEMENT COMPANY – 20/04/2020 – 10/01/2022 – CALIFORNIA, UNITED STATES

- Managed remote business operations and optimized workflow processes for restaurant management systems.
- Provided high-level technical product support.

- Led and mentored customer success teams.
- Developed customer service policies and workflows.

SOFTWARE DEVELOPER – GENERIC ENGINEERING TECHNOLOGIES PVT LTD – 15/03/2016 – 28/02/2018 – ISLAMABAD, PAKISTAN

- Designed, developed, and tested software applications
- Identified system improvements and optimized performance
- Coordinated with project managers and development teams
- Implemented the MIS system for Al-Qawi Steel Industries

● **SKILLS**

Microsoft Office | Social Media | C# | C++ | Asp.NET MVC | PHP | SQL Server | operating systems | Agile project management | ICT project management methodologies | JIRA, Application Lifecycle Management | CRM Software (HubSpot, Zoho, Airtable, Dynamics CRM, Salesforce) | HTML | MySQL | engineering processes | CSS | logistics | JavaScript | schedule production | manage engineering project | debug software | provide technical documentation

● **CERTIFICATIONS**

Coursera, 15/02/2023

Google Project Management

Earned a comprehensive professional credential designed by Google experts to master entry-level project management. Developed actionable skills in defining project scope, building work breakdown structures, managing budgets, and mitigation planning. Gained deep exposure to Agile practices, Scrum frameworks, and team leadership. Applied these skills in a final capstone project to solve real-world operational challenges.

Asean Online Education AOE, 05/08/2022

Diploma in Operations Management

Developed a strong foundation in modern operational strategies, process optimization, and supply chain logistics. Formally trained in the Input/Output Transformation Model, facility layout design, and Lean production methodologies to eliminate operational waste and lower costs. Acquired practical skills in quality management, performance tracking via KPIs and OEE, and inventory control to prevent supply chain disruption. Equipped with the data-driven decision-making and bottleneck-resolution skills necessary to streamline workflows and boost organizational productivity.

United States Institute of Peace, 10/06/2022

Negotiation Micro

Developed advanced conflict management capabilities focused on coordinating, persuading, and collaborating across challenging operational environments. Trained to analyze the moving parts of critical negotiations, manage power asymmetries, navigate cross-cultural barriers, and implement strategic tactical responses. Equipped with proven frameworks to build coalitions, mitigate the influence of spoilers, and leverage strategic communication to shape positive conflict outcomes.

● **DRIVING LICENCE**

Driving Licence: B

● **CONFERENCES AND SEMINARS**

16/06/2022 – 20/06/2022 Pakistan

Director Orientation Workshop