



SHEERAZ AKHTAR

📍 Address 38 -A askari 5 Malir Cantt

☎ +92 3182502503

✉ sheerazakhtar1977@gmail.com

PROFESSIONAL SUMMARY

In-depth, proven extensive, very successful experience creating end-to-end IT complex strategic infrastructure with enhanced efficient Business Processes. Aligned to key stakeholder needs. Bringing effective teamwork, integrity, creative innovation, agility, and strong operational and financial disciplines.

I believe in continuous process improvement, driving efficiency and quality, and achieving collaboration from those around me to arrive at the best possible outcome.

Constructive Technical Officer, depth of program requirements management skills delivering ahead of schedule. Skilled at recruiting employees and investigating, troubleshooting, and resolving various technical issues.

EXPERIENCE

Head of IT Training, 06/2018 – Present

Domino Education Services, Karachi, Pakistan

Domino Education Services is a leading provider of educational technology and training solutions, focused on delivering innovative digital learning experiences across Pakistan.

- **Strategic Leadership:** Spearheaded IT training initiatives, aligning technology solutions with the institution's mission to empower students through digital literacy and career readiness.
- **Curriculum Development:** Designed and implemented accredited IT courses, including Certificate in Information Technology and Office Automation, in collaboration with the Skill Development Council, Canada.
- **Infrastructure Management:** Oversaw the deployment of smart classrooms, Learning Management Systems (LMS), and digital tools across multiple campuses, enhancing the learning experience for over 50,000 students.
- **Operational Efficiency:** Streamlined IT training operations, achieving significant cost savings and ensuring seamless integration of technology into educational processes.
- **Vendor Relations:** Managed vendor partnerships and contracts, ensuring the procurement of quality educational technology solutions that meet the institution's standards. Oversaw vendor contracts exceeding \$3M, ensuring timely deployment and high-quality education technology solutions.

Project Coordination Manager, 01/2017 - 05/2018

NOOR BANK, United Arab Emirates, Dubai

Noor Bank is owned by Noor Investment Group, Emirates Investment Authority, and individuals and corporations in the United Arab Emirates.

- Its network of branches spans the UAE in the emirates of Abu Dhabi, Al Ain, Dubai, and Sharjah.
- Managed major project-related saving & investment bounds along with other innovative projects, by adopting Agile methodology frameworks
- Organizing, attending, and participating in stakeholder meetings.
- Created plans and communicated deadlines to complete projects on time.
- Diffused challenging situations using conflict management techniques.
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- Prepared timely and accurate financial reporting and analysis.
- Engaged with stakeholders to better understand needs and deliver excellent service.
- Documenting and following up on important actions and decisions from meetings
- Maintaining and monitoring project plans, project schedules, work hours, budgets, and expenditures
- Preparing necessary presentation materials for meetings
- Ensuring project deadlines are met
- Determining project changes
- Assess project risks and issues and provide solutions where applicable
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members
- Create a project management calendar for fulfilling each goal and objective
- Coordination of IT teams of 80+ staff in planning monitoring and adapting to changing business priorities
- Managed in house solutions development enhancements documentation and Change management process
- Managed the support, maintenance, development teams to ensure availability of banking applications portfolio - through robust, change, problem & incident management- ITIL V4.

Information Technology Manager, 03/2016 - 12/2017

Westminster Clinic FZ - LLC, United Arab Emirates, Dubai

Westminster Ortho Med Clinic provides an Orthopedic Specialist who deals with General and complex orthopedics. Surgery along with Urology and Urogenital services, Medicine services including chronic disease management, anti-ageing management

- Assessed computing needs and system requirements by liaising with users, stakeholders, and technicians.
- Identified strategic planning to achieve business goals by identifying and prioritizing development initiatives and setting timetables for evaluating, developing, and deploying all applications.
- Identified, addressed and either resolved or escalated project issues.
- Oversaw on-site and off-site teams of professionals working on diverse IT projects.
- Analyzed and adapted workflows to meet evolving needs.
- Established operational priorities to guide department activities.
- Reported regularly on project data and kept leadership informed of progress.
- Evaluated organizational needs, identifying underperforming areas and reporting recommendations for improvement.
- Led projects to improve ICT system integrity and security.
- Defined scopes, managed resources and oversaw schedules in line with stakeholder and project owner specifications.
- Procured software and infrastructure required to meet demands.
- Established governance processes and control to ensure that objectives were achieved.
- Managed I.T resources in the areas of software development, office network and computers, and telecommunication.
- Collaborate with Clinic specialists to assess and recommend technologies that support their needs.
- Establish a governance process that meets the DHCC (Dubai Healthcare City Authority) Governing Regulation, partners, and clinic expectations.
- Implemented IT policies according to the **DHCC regulation and Dubai CPQ (Centre for Healthcare Planning and Quality)** provided clinical governance framework.
- Led the IT department for **CPQ inspection** and obtain the clinical license to operate in DHCC.

- Developed and improved ICT policies and procedures, ensuring department systems operated effectively and reliably.
- Designed and implemented improved software solutions, increasing system and computer performance, and fixing recurring malfunctions.

Information Technology Manager, 10/2012 - 01/2016

Mobile Doctors 24-7 International FZ - LLC, United Arab Emirates, Dubai

Mobile Doctors24-7 is an around-the-clock physician helpline approved by Dubai Healthcare City and networked by Du Telecom operator. Mobile Doctors is a physician helpline where western trained doctors provide service to patients with evidence-based medicine with a strong team of **20+ Physicians** and **30+ Nurses** serving daily around **500+** patients call.

- Responsible for IT budget and expenditures. Implemented IT best practices ensuring smooth IT operation for Physicians and nurses over voice and video.
- Developed and improved ICT policies and procedures, ensuring department systems operated effectively and reliably.
- Coordinated hiring, training, and performance management for employees.
- Designed and implemented improved software solutions, increasing system and computer performance, and fixing recurring malfunctions.
- Led **Cerner Millennium** EMR Solution integration with **DHPO** (Dubai Health Post Office) & E-Perception and E-Referral for Mobile Doctors with Cerner Millennium team.
- Implemented **Cerner Wellness Solution** for Mobile Doctors.
- Established a secure communication channel by Site-to-Site Virtual Private Access between France to Dubai for **MSH INTERNATIONAL** Insurance company so their staff can use the patient portal.
- Designed workflow aligned compliance of Dubai Health Authority (DHA), Dubai Health Care City (DHCC), Health Insurance Portability and Accountability.
- Designed and implemented SMS Health TIPS mechanism for Mobile Doctors Health Tips service in **IRAQ with ASIA CELL** and **Ooredoo Telecom**.
- ❖ Design and Directed Call Centre IVR flow
- ❖ Design and Directed **IVR subscription Design and Directed Overflow call setup from Qatar (Ooredoo Telecom) to Dubai (Du Telecom)**

SKILLS

- Strong leadership and managerial skills
 - Excellent in computer management; programming and hardware/software components, overall development life cycle system
 - Strong background in IT operations and overall management of IT environments and Enterprise IT Projects, Vast experience in negotiations with IT vendors.
 - Implemented the Information controls to protect the confidentiality and integrity of information.
 - Drove IT transformation, through best in class, ERP, Cloud-based email server and data backup solutions
 - Proven excellent people engagement, motivational and leadership in handling personnel problems and broader strategic programs impacting staffing requirements Key Expertise & Knowledge Areas
 - Analytical thinker with problem-solving capabilities
 - Excellent interpersonal and communication skills
 - Implement IT vision and worked as IT Operations lead, instilling international processes and leading best practices, underpinned by a stringent robust Annual IT Budget
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EARLY CAREER SUMMARY

- **Pak Shaheen Group Karachi, Pakistan Oct 2005 till Nov 2010**
Corporate Information Technology Manager
- **MCR (Pizza Hut Pakistan) Karachi, Pakistan Feb 2003 till Dec 2003**
System Administrator
- **Ants Consulting, Karachi, Pakistan Sept 2002 till Feb 2003**
System consultant
- **Insta Net (Internet Service Provider), Karachi, Pakistan Jan 2002 till Sept 2002**
Network Engineer

RE EDUCATION

Sir Syed University of Engineering & Technology, Pakistan, 2002
B. S: Computer Science

[World Education Services Canadian Equivalency : Bachelor's Degree \(3 year\)](#)

[Ref#5499787IMM](#)

Govt. Degree College, Quetta, Baluchistan, Pakistan, 1996
Engineering

650000
Sir Syed University of Engineering & Technology

has conferred upon

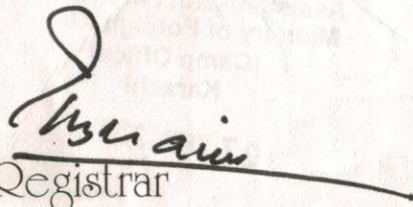
SHERAZ AKHTAR S/D GULFRAZ AKHTAR

the Degree
of

Bachelor of Science in Computer Science

Having passed the requisite Examination held in FEBRUARY 2002 Securing FIRST Division
with all the rights, honours and privileges thereunto appertaining. Witness the Seal of the University and
the signatures of its duly authorized officers thereunto affixed.

Given at Karachi (Pakistan), this 30TH day of MARCH in the year 2002


Registrar



S. Nazir Ahmad
Vice-Chancellor

(353) A

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الإمارات العربية المتحدة
وزارة الخارجية
UNITED ARAB EMIRATES
Ministry Of Foreign Affairs
Dubai-Office
150.00 AED
Date 2013/12/26
Receipt No. 0000001390301
Application No. 0000130051474425
201300292342

Ministry of Foreign Affairs
Islamabad
ATTESTATION STAMP
No. 189

Embassy of the United Arab Emirates
ISLAM ABAD
Consular Section
No. : 033675
Date: 21 DEC 2012
نصادق على صحة ختم وتوقيع وزارة الخارجية الباكستانية
We certify the Stamp and Signature of Ministry of foreign affairs of PAKISTAN
هذه السفارة مسؤولة عن صحة محتويات هذه المصادرة
This Embassy is responsible for the contents of the documents
القنصل



MINISTRY OF FOREIGN AFFAIRS
Karachi
ATTESTATION STAMP



The Ministry is Not Responsible For The Contents of The Document COUNTERSIGNED
SHAIR AHMED BHUTTO
Assistant Chief of Protocol
Ministry of Foreign Affairs R\$25
(Camp Office) Karachi
27 SEP 2012

بصفاق الملحق الثقافي المصروف من باكستان
على صحة ختم لواء التعليم العالي
الباكستانية ولا يمسر، فهو لا يمسر
توثيقه من القنصلية المصروفة.
التاريخ: 19/09/12
الرقم: 1904

ATTESTED
IFTIKHAR ALI SHIGRI
Assistant Director (Cons-II)
Ministry of Foreign Affairs
Islamabad

الملحق الثقافي
بسفارة خادم الحرمين الشريفين في باكستان
ا. د. علي بن محمد بكر هوساوي



20 DEC 2012

Mohamad Abdullah Awaji
محمد عبد الله عواجي

9149055
Ministry of Foreign Affairs
القنصلية العامة
التعليم العالي
بمسقط
التاريخ: 19/09/12
رقم: 1904

ATTESTED

New
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الإمارات العربية المتحدة
وزارة الخارجية
UNITED ARAB EMIRATES
Ministry Of Foreign Affairs

Dubai-Office

150.00 AED

Date 2013/12/26 تاريخ

Receipt No. 0000001390301 رقم الإيصال

Application No. 0000130051474425
201300292342 رقم الطلب

1310767

Embassy of the United Arab Emirates
ISLAM ABAD
Consular Section

سفارة الإمارات العربية المتحدة
اسلام آباد
القسم القنصلي

No. : 033675 الرقم

Date: 21 DEC 2012 التاريخ

نصادق على صحة ختم وتوقيع وزارة الخارجية الباكستانية
We certify the Stamp and Signature of Ministry of foreign affairs of PAKISTAN
هذه السفارة مسؤولة عن صحة محتويات هذه المصادرة
This Embassy is responsible for the contents of the documents

CONSUL



The Ministry is Not Responsible For The Contents of The Document COUNTERSIGNED

SHAIQ AHMED BHUTTO
Assistant Chief of Protocol
Ministry of Foreign Affairs R\$25
(Camp Office) Karachi

27 SEP 2012

بصفاق الملحق الثقافي المصروف من باكستان
على صحة ختم لواء الخدم الخاص وزير التعليم
الباكستاني ولا يصدر قبوله عن الخدم الا بعد
توثيقه من القنصلية المصروفة.

التاريخ 19/09/12 الرقم 1904

ATTESTED
IFTIKHAR ALI SHIGRI
Assistant Director (Cons-II)
Ministry of Foreign Affairs
Islamabad

الملحق الثقافي
بسفارة خادم الحرمين الشريفين في باكستان
ا. د. علي بن محمد بكر هوساوي



20 DEC 2012

Mohamad Abdullah Awaji
محمد عبد الله عواجي

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الخارجية

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New
DEPUTY REGISTRAR



Sir Syed University of Engineering & Technology

University Road Karachi-75300

Transcript of Academic Record

BS Computer Science Batch 1998

Name : **SHERAZ AKHTAR**

Roll No : **1998-BS-055**

Father's Name : **GUL FRAZ AKHTAR**

Enrolment No: **037/BS/98**

Course No	1st Semester Courses	Credit Hrs.	Marks	O.P.
1101	English	3	41	3
1102	Mathematics - I	3	78	9
1103	Physics - I	4	47	4
1104	Int.to Computer	4	61	10
1105	Comp.Programming.I	4	63	10
Total		18	290/500	36

GPA of 1st semester : 2.00
CGPA upto 1st semester : 2.00
Result : Passes

Course No	3rd Semester Courses	Credit Hrs.	Marks	O.P.
2101	Int.to Electronics	4	49	4
2102	Math -III	4	52	8
2103	Data.Struc.&Applic.	3	45	3
2104	Comp.Arch.& Organisa	4	86	14.8
2105	O.O.Programming	4	62	10
Total		19	294/500	39.8

GPA of 3rd semester : 2.09
CGPA upto 3rd semester : 2.04
Result : Passes

Course No	5th Semester Courses	Credit Hrs.	Marks	O.P.
3101	Comp.Graphics	3	53	6
3102	Oper.System	3	60	7.5
3103	Comp.Methods	4	67	10
3104	Compiler Cons.	3	43	3
3105	R.D.B.M.System	4	58	8
Total		17	281/500	34.5

GPA of 5th semester : 2.03
CGPA upto 5th semester : 2.10
Result : Passes

Course No	7th Semester Courses	Credit Hrs.	Marks	O.P.
4101	Int.to E-Commerce	4	71	12
4102	BC&R Writing	3	52	6
4103	D&A of Algorithms	3	59	6
4104	Comp.& Nat.Security	4	81	13.6
4105	Int.Programming	4	60	10
Total		18	323/500	47.6

GPA of 7th semester : 2.64
CGPA upto 7th semester : 2.23
Result : Passes

Course No	2nd Semester Courses	Credit Hrs.	Marks	O.P.
1201	A.M./Pak.& Islamic St	3	54	6
1202	Math - II	3	84	10.2
1203	Physics - II	4	40	4
1204	Comp.Prog.- II	4	53	8
1205	Digit.Comp.Logic	4	50	8
Total		18	281/500	36.2

GPA of 2nd semester : 2.01
CGPA upto 2nd semester : 2.01
Result : Passes

Course No	4th Semester Courses	Credit Hrs.	Marks	O.P.
2201	Prob.Statistics	4	52	8
2202	Syst.Anal.&Design	3	88	11.1
2203	T.of A.&F.Languages	3	81	10.2
2204	D.B.& I.Retrieval	3	50	6
2205	Operat.Research	3	69	7.5
2206	Busin.Appli.(COBOL)	4	48	4
Total		20	388/600	46.8

GPA of 4th semester : 2.34
CGPA upto 4th semester : 2.12
Result : Passes

Course No	6th Semester Courses	Credit Hrs.	Marks	O.P.
3201	Soft.Engg.	4	70	12
3202	A.I.&E.System	4	49	4
3203	D.C.& Net Work	4	85	14.8
3204	M.I.System	4	40	4
3205	Project	7	155	21
Total		23	399/600	55.8

GPA of 6th semester : 2.43
CGPA upto 6th semester : 2.17
Result : Passes

Course No	8th Semester Courses	Credit Hrs.	Marks	O.P.
4201	Advan.Sofrw.Engg.	5	74	15
4202	Par.Computing	4	66	10
4203	Simul.& Modeling	4	55	8
4204	Dist.Databases	4	62	10
4205	Project	3	85	11.1
Total		20	342/500	54.1

GPA of 8th semester : 2.71
Cumulative GPA of 7 & 8 semester : 2.54
Total Quality Points : 350.8
Cumulative GPA upto 8th semester : 2.29
Marks Obtained: 2598/4200
Division: First.

Controller of Examinations

Controller of Examinations,
Sir Syed University of Engg. & Tech.,
KARACHI

29 MAR 2002

Courses	Abbreviation
Artificial Intelligence & Expert System	A.I.&E.SYSTEM
Aligarh Move/Pak.&Islamic Studies	A.M./PAK.& ISLMIC ST
Advanced Software Engineering	ADVAN.SOFWR.ENGG.
Business Communication & Report Writing	BC&R WRITING
Business Application (COBOL)	BUSIN.APPLI.(COBOL)
Computer & Network Security	COMP.& NAT.SECURITY
Computer Architecture & Organisation	COMP.ARCH.& ORGANIS
Computer Graphics	COMP.GRAPHICS
Computing Methods	COMP.METHODS
Computer Programming II	COMP.PROG.- II
Computer Programming - I	COMP.PROGRAMMING.I
Compiler Construction	COMPILER CONS.
Design & Analysis of Algorithms	D&A OF ALGORITHMS
Data Bases & Information Retrieval	D.B.& I.RETRIEVAL
Data Communication & Net Work	D.C.& NET WORK
Data Structures & Applications	DATA.STRU.C.&APPLIC.
Digital Computer Logic	DIGIT.COMP.LOGIC
Distributed Databases	DIST.DATABASES
English	ENGLISH
Internet Programming	INT.PROGRAMMING
Introduction to Computer	INT.TO COMPUTER
Introduction to E-Commerce	INT.TO E-COMMERCE
Introduction to Electronics	INT.TO ELECTRONICS
Management Information System	M.I.SYSTEM
Mathematics - II	MATH - II
Mathematics - III	MATH -III
Mathematics - I	MATHEMATICS - I
Object Oriented Programming	O.O.PROGRAMMING
Operating System	OPER.SYSTEM
Operation Research	OPERAT.RESEARCH
Parallel Computing	PAR.COMPUTING
Physics - I	PHYSICS - I
Physics - II	PHYSICS - II
Probability & Statistics	PROB.STATISTICS
Project	PROJECT
Project	PROJECT
Relational Data Bases Management System	R.D.B.M.SYSTEM
Simulation & Modeling	SIMUL.& MODELING
Software Engineering	SOFT.ENGG.
System Analysis & Design	SYST.ANAL.&DESIGN
Theory of Automata & Formal Languages	T.OF A.&F.LANGUAGES



19 SEP 2012

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 Sir Syed University of Engg. & Tech
 Karachi

Certificate of Excellence

Microsoft Certified
Professional

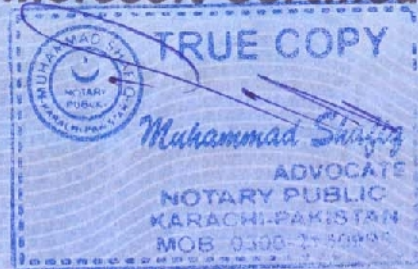
SHEERAZ AKHTAR

Has **successfully** completed the **requirements**
to be recognized as a

Microsoft Certified Professional



Microsoft



Signed by

Bill Gates

30 MAR 2015



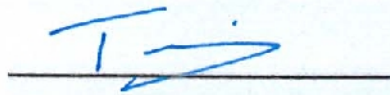
S4S ACADEMY & HRM CONSULTANT

Authorized training partners of Skill Development Council (SDC)
Ministry of Labor , Manpower and Overseas Pakistanis, Govt. of Pakistan.

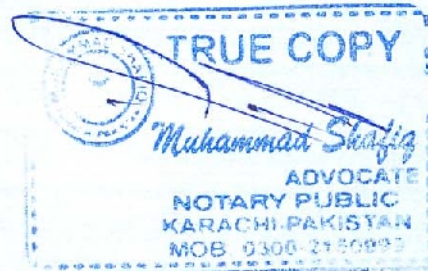
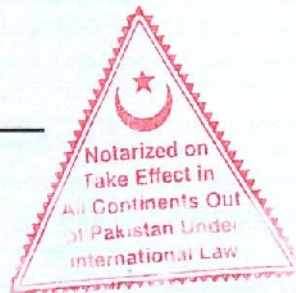
This certificate is awarded to Mr. Sheeraz Akhter from organization Pak Shaheen Group to participate in one day training program on "Fundamentals of IT Audit" held on June 27, 2009 at Hotel Regent Plaza, Karachi.

We congratulate & wish you the very best of luck for the future.

Course Speaker



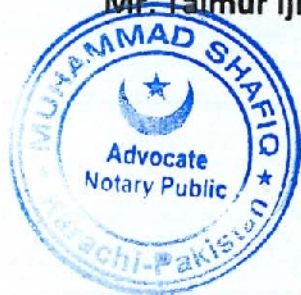
Mr. Taimur Ijlal



HR Consultant



Mr. Shabbir Khan



30 MAR 2015

S4S ACADEMY & HRM CONSULTANT

Suite 1505-1511, Ceaser's Tower, National I.T Park, Opp. Ayesha Bhawani Academy, Shakra-e-Faisal, Karachi, Pakistan

Phone: (92-21) 2803049 Fax: (92-21) 2785519

Email: info@s4sacademy.com Website: www.s4sacademy.com

