MUHAMMAD FAHAD BASIT

+965 65913915 | mcareer@hotmail.com | Hawalli, KUWAIT

November 01, 2023

Subject: Job application for positions (IT supervisor,

IT Auditor,

IT assistant manager,

IT project coordinator,

IT Project management officer)

Respected Hiring Manager,

I am excited and keen to apply for the above-mentioned positions with your organization. With over 15 years of experience in various IT departments of multicultural corporate sectors, I am keen to learn about the potential opportunity to work for such a well-known organization. I'm always looking to further my knowledge in IT industry and keep up with the latest technology, trends, and research. I believe any of above-mentioned positions would be a great opportunity for me to expand my skills while providing top-notch services to your organization.

Since graduating with a master's degree in information technology, I have held multiple IT positions, all of which have given me the opportunity to hone my skills and grow in my profession. In my current position, I worked on Management information system and web-based portal that assisted employees in managing corporate's information system. As a system support specialist who worked with business end users who were facing technical difficulties. Throughout my career, I've worked with information systems that run many different operating systems and with hardware of all shapes and sizes. Along with my IT professional training and experience, I've also developed strong communication skills.

Thank you for taking the time to consider my application. I believe that my qualifications make me an ideal candidate for any of above-mentioned positions. I've attached a copy of my resume with this letter. If you have any questions about my application, please don't hesitate to contact me via phone, WhatsApp, or email. I look forward to the opportunity to discuss these roles with you further.

Sincerely,
Muhammad Fahad Basit

Educational Qualification:

Masters Information Technology (Management & Computers) : December 2004
Bachelor of Computer Science : January 2001

Linkedin **Profile URL :** https://rb.gy/74x6b

Professional Experience:

Senior Software Engineer
International Islamic charity organization (IICO), Kuwait (Jun 2017 to Oct 2023)

• Gather and document business user's requirements and design existing system Data flow diagram (DFD), function requirement analysis for corporate internal software application.
• Administrate and managed the IICO corporate and its related subsidiary's website portals. (1– www.iico.org , 2 - www.gcpskw.org , 3 - www.iicowric.org, 4- www.give.org.kw).
• Administrate and managed the Microsoft 365 online services, using 365 admin center creating workspaces, like security or device management, roles and resources.
• Interact and liaison among IICO business users and developers' team to integrate multiple internal software applications for enhancement and upgrades, keep controlling of code version using DevOps.
• Communicate with local IT partners & vendors to implement software system (MS Dynamics AX, Manage Engine service desk plus 11.
• Providing IT/ technical assistance & training to business end users, IICO Branches and departments for Internal software applications (Online Branch system, Manage Engine service desk plus 11, Charity Management Information System).
• Administrate and managed the RDBMS SQL Server 2012 & Oracle database 11G, design and develop the reports for IICO business units/ departments and top management.

Skills & Expertise: System analysis & design, system implementation | Online Payment integration | Application security, Project management | Software technical writing & documentation, IT Application support & training for business units & end users | Team management | SQL Server 2016, 2019, MS Access 2007, 2016, Oracle DB 11G | MS Office 365, MS Office 2019

Professional Training:

I.S.P. (Information Systems Professional) Certification, CIPS (Canada's Association of I.T. Professionals) 2020

Software Engineer
International Islamic charity organization, Kuwait   (May 2012 to Jun 2017)

• Involved in software development life cycle (SDLC), requirement analysis, development design and testing of Management information system, corporate website (www.iico.org) and online donation web portal with strong emphasis on user-centered design.
• Gather and document business user's requirement and design existing Data flow diagram (DFD) including the use cases.
• Transform collected data into technical layout by creating screen prototype & module of the MIS software using oracle forms and reports.
• Design and developed the RDBMS for MIS application and web portal using MS SQL Server 2012 database and oracle 11G.
• Responsible to analyze and design ER Diagram of multi databases (creation and modification of Tables, Stored Procedure, Indexes, Triggers, Views).
• Prepare plan and design with developers of Programming/Coding for online donation payment processing by web portals using KNET, Visa/Master credit cards E-gateway, Mobile phone SMS integration of IICO online branch system.
• Actively participate and liaison among business users and developers team to integrate multiple internal software application for enhancement and upgrades, keep controlling of code version using Team Foundation Server (TFS).

Computer Programmer/IT Support Executive (SAP)
Boushahri Group Holding Co, Kuwait   (Dec 2009 to August 2011)

- Provide application support for Backlog & Live Data entries in SAP application and supervise the team.
- Coordination between SAP Consultant & business users to transform the business requirement of sales & distribution module for smooth SAP operations and provide training.
- Frequent visits to branches, warehouses, and outlets to ensure the software application support, network and user IT accessories are working fine.
- Computers/Laptops formatting and installation of necessary software as per business needs.
- Designed, developed and administrate the Boushahri Group Corporate website (boushahrigroup.com) Web based FMCG Project (Online Room Service – www.roomserviceq8.com) the project comprising of online selling FMCG products with Credit Cart & KNET Integration.
- Ensuring proper technical documentation is created and maintained related to both system features and design.
- Interact and communicate with end user to resolve their problem through email, phone, web.

  Skills & Expertise: Team management | IT application support | Online Payment integration Software technical writing & documentation | IT software training for business units & end users | SQL queries| MS Asp.net, MS SQL Server database.

Webmaster   Iqraa Tv Channel, Kuwait   (Jan 2006 to Apirl 2009)

- Designed, Developed & maintained Multi-lingual Iqraa TV website (**www.iqraa.com**), managed day-to-day content publishing of web pages using content management system, assuring pages and changes are referenced in the major web search engines.
- Coordinate with network engineers (web hosting) to maintain backups and smooth running of website, do coordination with vendors as well as end-users (Management) for smooth running of network operations.
- Assisting the management for developing plans of new systems and system enhancements and determines data security, backup, and recovery requirements.
- Ensuring proper technical documentation is created and maintained relating to both system features and design as well as production environment configuration.

Skills & Expertise: Web development & content management | software technical writing & documentation | online support for business units & end users, | IT software training | MS asp.net, MS SQL Server database | HTML, CSS, SQL queries | Online technical support.

Technical Officer - IT
Pakistan Council of Scientific & Industrial Research, PCISR, Government Pakistan
                                                                (May 2005 to Dec 2005)

- Maintained, Monitored the official website of council (**www.pcsir.gov.pk**), organized the website content and uploaded to the Internet.
- Installation & configuration of PC, Laptop for internal departments. Monitor LAN operation, assign rights to user by Active Directory.
- Provided user technical support, troubleshooting and training for council's system and applications.
- Interact with user departments for their electronic data processing requirements, workflow, training, etc. to implement proper procedures and systems.
- Conduct detailed methods and systems surveys of various IT operations across the council's Libraries to applying electronic data processing.

Skills & Expertise: System analysis & design, System troubleshooting, Software technical writing & documentation, Application support for business units & end users, IT software training

Professional Training: Computer Orientation, IT Professional Diploma, E-commerce Diploma