



SHAHZAD ALI

OPERATIONS | MANAGEMENT | RESEARCH & DEVELOPMENT

📍 Dubai, UAE

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CAREER OBJECTIVE

Dedicated and resourceful professional with a robust background in Office management, Research & Development, and administrative roles, seeking to leverage my skills in operations management. Proven ability to manage complex projects, streamline business operations and provide technical IT support. Aspiring to contribute to organizational efficiency and productivity through effective problem-solving, strategic planning, and strong communication skills. Committed to Administrative learning and professional development in the field of operations management and administration.

PROFESSIONAL EXPERIENCE

BUSINESS OPERATIONS MANAGER

February 2024 - Present

DONTGETHACKED Cyber Security FZCO, DUBAI

- Pioneering Role: Joined the company as the first employee and Manager in the UAE region, building the team, CRM and operations from scratch.
- Team Leadership: Successfully led a team of 5 employees, including 3 onsite and 2 remote team members.
- Industry Networking: Actively participated in industry events such as SABCO, BX Dubai, Success Resources, V Club, Tablon and DWTC EXPOs to enhance brand visibility and generate new business opportunities.
- Project Management: Successfully managed and executed multiple IT assessment projects, ensuring timely delivery and client satisfaction.
- Brand Building: Established a strong brand image for the company in the UAE market, positioning the company as a leading provider of IT solutions.
- Revenue Generation: As the leading manager responsible for revenue generation, successfully delivered on this critical objective, contributing significantly to the company's overall success.

IT SUPPORT ENGINEER

September 2023 - January 2024

TXYBER SOLUTIONS, PAKISTAN

- IT Infrastructure Support: Maintained and optimized the company's IT infrastructure, ensuring its smooth operation.
- Technical Support: Provided comprehensive technical support to both IT and non-IT personnel.
- Proactive Problem-Solving: Anticipated potential IT issues and implemented preventive measures to minimize downtime.
- Effective Communication: Communicated complex technical concepts clearly and concisely to both technical and non-technical teams.
- Team Leadership: Led and collaborated with teams to enhance overall IT efficiency and productivity.

ADMINISTRATIVE OFFICER

September 2019 - June 2023

AISHA SIDDIQA BOYS SCIENCE COLLEGE, PAKISTAN

- Efficiently managed office operations, including supply management and event scheduling, demonstrating strong organizational skills.
- Handled confidential documents, databases, and provided administrative support.
- Updated office policies created detailed expense reports, and expertly managed correspondence and travel arrangements.
- Utilized data analysis to produce impactful reports and presentations, supporting informed decision-making.

ACADEMIC EDUCATION

BS (HON.) SOFTWARE ENGINEERING
UNIVERSITY OF GUJRAT, PAKISTAN

September 2023

- 1st Divion (3.45/4.00)

PROFESSIONAL EDUCATION

FOUNDATIONS FOR EMERGING TECHNOLOGIES

Digital Course

Dubai Future Foundation, Dubai

RESEARCH METHODOLOGY

Lab-based Internship

Council for Scientific Approaches, Pakistan

PROJECT MANAGEMENT PROFESSIONAL CERTIFICATION

Digital Course

Institute of Management Technology and Finance - Remote

THE SDG PRIMER

Digital Course

United Nations System Staff School - Remote

VOLUNTEER ACTIVITIES

CORONA RELIEF TIGER FORCE

On-site 4 years as Volunteer

Initiative by Prime Minister of Pakistan

- Served as Union Council Captain and Lead the Team.

OFFICIAL RESEARCH VOLUNTEER

Remote Volunteer Services

Institute for Education Research & Scholarships, USA

- Served as Market Researcher for community Services.

SKILLS AND EXPERTISE

- ANALYTICAL THINKING

- PROJECT MANAGEMENT

- MICROSOFT OFFICE & PROJECT

- INTERPERSONAL SKILLS

- RESEARCH & DEVELOPMENT

- COMPUTER PROFICIENT

- OFFICE ADMINISTRATION

- CRM AND ERP

LANGUAGE PROFICIENCY

ENGLISH - **PROFICIENT**

URDU - **NATIVE**

ARABIC - **LEARNING**

REFERENCES

MR. SYED SHOAIB RAZA
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