MAKSUD HUSAIN

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SUMMARY

Highly accomplished and results-driven IT Service Quality Analyst with 15+ years of progressive experience at Unilever, consistently delivering significant improvements in IT operations, infrastructure, and end-user support across the Gulf region. Proven ability to lead and execute strategic IT initiatives, optimize service delivery, and implement cost-effective solutions, with a track record of achievements including a good reduction in maintenance costs through OneDrive migration, an optimization decreases in support requests following a Windows 11 upgrade, and a optimization of support staff across 9 Gulf sites. Adept at managing complex projects, fostering vendor relationships, and leveraging technologies like ServiceNow and NetFlow to enhance efficiency and reduce operational expenses. Expertise in network infrastructure management, automation, and ensuring high service standards within dynamic

SKILLS

Technical Skills: Network Infrastructure Management |Software Asset Management (SAM) |Data Analysis |Project Management |Programming |Cloud Migration & Management |Cybersecurity |Software Development |Database Management | Windows Operating Systems |ServiceNow Platform | NetFlow |WAN Optimization |

Other Skills: Service Quality Management |Communication | Problem-Solving |Collaboration |IT Project Management|Adaptability |Attention to Detail | Customer Service | Vendor Management | Cost Reduction & Efficiency Improvement| Team Leadership & Management

ACHIEVEMENTS

- **OneDrive Data Migration:** Centralized user data on OneDrive, eliminating local site servers and streamlining data access. Implemented migration and provided user training resulting in optimization in maintenance costs and improved support efforts.

- **Windows Upgrade:** Led and managed the organization-wide upgrade from Windows 10 to Windows 11, coordinating cross-functional teams and mitigating potential disruptions. This project demonstrably improved end-user computing performance and contributed to a optimization in support requests (Result).

- **Service Improvement:** Implemented a strategic optimization of support services across 9 Gulf sites by effectively leveraging the global team and ServiceNow application. This initiative resulted in a huge optimization in local support staff, demonstrating a focus on efficiency and cost-effectiveness, without compromising service quality (Result).

- **Technical Connectivity of Sites (WAN Links):** Iimplemented NetFlow monitoring to analyze WAN link utilization across sites, providing data-driven insights for a bandwidth optimization strategy. This resulted in a good reduction in bandwidth consumption in some areas and the adoption of alternative ADSL solutions in others, lowering overall financial costs.

- **Unified Communications and Mobile Support**. Streamlined the transition from local servers to the cloud and optimized finance application data. Simultaneously, the shift from physical SIM cards to Teams communication resulted in optimization in communication costs, demonstrating a dual initiative to modernize infrastructure and reduce expenses.

- **Printing Consumption:** Identified vulnerabilities in direct printing practices and implemented Xerox secure print technology. This transition to secure printing reduced paper and toner consumption by a good total cost and significantly enhanced information security.

Service Quality Analyst Assistant Manager | Unilever Gulf FZE |Dubai, UAE | 01/2015-04/2025

- Led and directed service quality management across the Gulf region (UAE, Bahrain, Oman, Qatar, and Kuwait), ensuring consistent and high service standards. Spearheaded initiatives that improved service delivery KPIs
- Spearheaded and executed Wi-Fi deployment and critical MPLS/Internet link upgrades across multiple sites,

enhancing network infrastructure and connectivity.

- Successfully managed the end-to-end automation of the new Personal Care factory in Dubai, including the Support design, implementation, and setup of the Siemens network infrastructure.
- Oversaw and optimized incident management, software asset management (SAM), and vendor relationships to significantly improve business support efficiency and effectiveness.
- Managed the Service Desk operations for the Gulf region, including IT asset procurement and lifecycle management, ensuring efficient end-user support.

Service Quality Analyst Assistant Manager | Saudi Arabia, Jeddah | 04/2011 - 12/2014

- Led IT support for the Saudi Unilever Head Office and Binzager factory, directly managing site engineers and successfully executing new IT projects.
- Significantly improved network performance by strategically integrating cutting-edge technologies.
- Developed and presented compelling CAPEX proposals for the acquisition of critical IT resources, ensuring optimal application support across all Unilever platforms.

Technical Support Consultant |Unilever Gulf FZE| Dubai, UAE | 03/2009 - 02/2011

- Streamlined handheld terminal operations utilized by sales teams and drove the coordination of new projects to improve sales processes.
- Delivered critical technical support and ensured the successful oversight of the SAP PPPI implementation at the Lipton Factory.

EARLIER CAREER

Technical Support Engineer |HP Middle East - Unilever Outsourcing| Dubai, UAE | 06/2008 - 02/2009

IT Team Leader | Dubai, UAE |Lipton Factory, Dubai |05/2000 - 06/2008

Technical Support Engineer | Unilever Gulf FZE Dubai, UAE | 04/1996 - 05/2000

Technical Support Engineer | Arabic Computer System Saudia Arabia, Riyadh | 04/1993 - 08/1996 |

Customer Support Engineer |Caditronics Ltd India, Mumbai |02/1991 - 03/1993

EDUCATION

- Bachelor of Computer Applications (BCA), [Manonmaniam University, [Chennai, India], [2009] - First Class
- Diploma in Computer Engineering, [Saboo Siddik Polytechnic], [Mumbai, INDIA], [1990] - First Class
- Secondary School Certification (S.S.C) [N.E.S.H School],[Mumbai, INDIA [1987]-First Class
- Microsoft Certified Professional (MCP), MCSA, MCSE - Windows 2000
- Microsoft Certified Professional (MCP) – Windows NT 4

TRAINING

Microsoft NT 4.0 Administration |Web Development |Unix Fundamentals |Access Database |Team Leadership Program | Power BI.

LANGUAGES

English | Hindi | Marathi | Urdu