ABDUL MANAF P C

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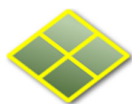
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Experienced Leader in Digital Transformation, Digital Innovation and Emerging Technologies with a demonstrated history of working in the Higher Education industry. Strong and multifaceted IT professional with a Master of Business Administration (MBA) focused on Technology Management and Bachelor of Engineering and Technology specialized in Information Technology.

PROFESSIONAL SKILL SET

CERTIFICATIONS	TRAININGS
• ITIL V3 Foundation • BTA Certified Blockchain Business Foundations • Microsoft Innovative Education Expert • Microsoft Certified Technology Specialist • Microsoft Certified Professional • QMS ISO 9001:2015 internal auditor • Extron Certified AV Associate	• Microsoft Azure Administrator • Microsoft Power Platform Fundamentals • Microsoft Azure Fundamentals • Certified Blockchain Business Foundations • Digital Transformation • Foundations of Fourth Industrial Revolution (Industry 4.0) • Certified Associate in Project Management • QMS ISO 9001:2015 Internal Auditor Course • Polycom Certified Video Conferencing Engineer • Desktop and Application Virtualization -Citrix and VMware • Assistive Technologies from MADA • Cisco Certified Network Associate (CCNA) and Cisco Unified Computing System (UCS) • Enterprise Managed Printing -Equitrac Express and Pharos Uniprint • Symantec Management Platform 7.1 Administration with CMS deployment solution • Risk Assessment, Customer Service and Problem Management
TECHNICAL SKILLS	
• **Applications**: Microsoft 365 Apps,MS Teams,Open edX,Equitrac Express,Pharos Uniprint,Citrix Xendesktop and XenApplication,VMware Horizon View,Blackboard,Oracle E-business Suite,Ellucian Banner,Luminus Portal • **Service Desks** :HPSM,BMC Remedy and Manage Engine • **OS:** Windows, MAC and Linux • **Programming**: C,C++,Java,GTK,HTML,MS SQL VBScript and Powershell Scripts	

ACADEMIC PROFILE

- **Master of Business Administration (MBA)** in **Technology Management** from Alagappa University, India, 2015.
- **Bachelor of Engineering (B. Tech)** in **Information Technology** with **Distinction** from Mahatma Gandhi University, Kerala, India, 2004.

WORK EXPERIENCE   16 YEARS

Qatar University- Senior Emerging Technology Specialist   Jan' 18' - Till date

Roles & Responsibilities	**IT Team Leader – Digital Transformation** • Lead the implementation of Qatar University Digital Transformation strategy • Responsible for new technologies research, development, and deployment and training. • Responsible for developing plans for implementation of new technologies and enhancing existing technologies and services. • Prepare Business Case, RFQ/RFP and proposal evaluations for procuring new technologies • Monitor trends in using technologies that may be beneficial to the University • Ensure that IT new capabilities are well aligned with business objectives • Network with other Universities and vendors (locally, regionally, and internationally)
Projects Completed/Ongoing	▪ QU community digital capability empowerment ▪ IT asset management project ▪ QU online education initiative -MOOCs ▪ Microsoft Imaging Academy for Qatar University using Open-edX ▪ Unified Enterprise Customer flow management solution for Qatar University

	(Queue Management System) using Q-better ▪ Qatar University Digital Innovation Forum 2019

Qatar University- Unit Head of Emerging Technologies   Nov '1 2 - Jan '1 8

Roles & Responsibilities	• Responsible for developing training programs by working closely with the University constituents. • Responsible for maintaining relationships and knowledge regarding new technologies and strategies. This may include tablet, mobile technologies, new educational software etc. • Responsible for researching "cutting edge" technologies. • Monitors trends in using technologies that may be beneficial to the University. • Responsible for developing plans for implementation of new technologies and enhancing existing technologies and services if it is determined they would be beneficial to the Institution. • Responsible for providing the required support and service enhancements for the services launched by the unit • Work Closely with ITS PMO office to prepare RFQ/RFP and Proposal evaluations for procuring Software, hardware, and other technologies for the colleges/departments
Accomplishments	▪ Received Certificate of Appreciation from CIO, ITS in recognition for the excellence in work done for the year 2012 ▪ Received Certificate of Appreciation from VP Student Affairs in recognition for the excellence in the support provided for the New student Orientation and QU Graduation Day for the year 2016-2017 ▪ Received recognition award towards the excellence in outstanding performance and technical support provided for the event HEUG and Arab HEUG in 2013 and 2015
Projects Completed	**Project Manager/Project Lead for the following:** ▪ Enterprise managed Print services for Qatar University using Equitrac Express and Xerox/Ricoh MFPs ▪ Classroom Management System -Netop Vision Pro for different colleges and departments (SESRI) across Qatar University ▪ QU Virtual APPS and desktops for Colleges using Citrix XenAPP and Xendesktop ▪ Events registration solution using inhouse QU events app ▪ Digital Signage System for Qatar University using RMG Symon and NEC ▪ Advanced endpoint monitoring solutions for QU Labs using Nexthink ▪ OMR Assessment solution for College of Sharia, College of Education and Office of Institutional planning and Development (OIPD) using Remark OMR ▪ Digital Signature project for Academic Advising and retention center ▪ IPADs for College of Medicine ▪ Customer flow management system for Textbook section using Q-Matic
Other responsibilities	▪ Member of **QU-ITS CAB** ▪ Certified Test Centre Administrator for **TOEFL IBT**, **ACT.** ▪ Test Supervisor for various exams like **NBME**, **IC3, IELTS, TOEFL(ITP), Accuplacer and ACT.** ▪ IT Team lead and committee member for New Student Orientation, QU Graduation Day and Arab HEUG ▪ IT Team lead for different International events like FSDL, HEUG, QCPC, THE etc. ▪ Member of Qatar University Computer Security Incident Response Team **(QUCSIRT)** ▪ Member of student services committee for the **SACS Accreditation** Project for Qatar University

Qatar University- Senior IT Support Specialist   Apr'05 - Oct'12

Roles & Responsibilities	• Act as the first point of contact for users within the University on technology related issues. • Provide technical support for different events. • Handle problem recognition, prioritization, research, isolation, resolution, dispatch, and follow-up for routine user problems with hardware, software,

	networking, and other computer-related technologies. • Interact with users to collect information about problems and lead users through diagnostic procedures to determine the source of the error as well as educate and instruct users on various application and hardware issues. • Responsible for reporting results, following the escalation process, and dispatching issues to the proper channels. • Monitor for security threats and take actions for getting it resolved. • Coordinate with other departments or sections to complete the setup required for new labs offices, relocation for IT setup • Provide IT consultation for departments
Projects & Accomplishments	▪ Played key role in Successful deployment of Window 7 QU Campus wide; Created and automated the windows 7 image. ▪ Successfully supported the roll out of IT Projects like E-Registration, Banner, E-Business Suite, VOIP,FAX ,Qatar University MS Exchange 2010 Email migration. ▪ Successfully handled the support for migration of old student Information System (NAMAT) to SunguardHE Banner ▪ Played key role in setup and support of IT infrastructure for different events conducted by Student Affairs like Student Orientation, Career Fair, Registration events etc. ▪ Successful upgradation for QU Labs like Nuclear Physics, Positron, Mechanical and Civil ▪ Successfully completed the setup of Certified Testing Centre Environment for TOEFL IBT, ICDL, IC3, Accuplacer and ACT. ▪ Played key role in the Laptop distribution project by ITS for students, staff, and faculty

HCL Infosystems Ltd, Kerala India- Customer Support Engineer	**May '04 – Nov '04**

Roles & Responsibilities	Clients involve Banks, Insurance Offices, Educational Institutions and Government offices • Installation, configuration and troubleshooting of operating systems windows 9X,2000, XP,NT,2000 Server and Linux • Installation, Configuration and troubleshooting of HCL PCs, Servers and Thin clients • Installation configuration and troubleshooting of printers. • Network setup and management • Installation, configuration and troubleshooting of DHCP, DNS and Active Directory. • Installation of servers and backup servers • Provide technical support • Design and setup of small-scale IT infrastructure for schools, banks, and offices. • Provide support for installation of in-house and standard software for the clients

Cyber prism Private Ltd. (STPI), Kerala India- Project Development Trainee	**Jan '04 – June '04**

Roles & Responsibilities	• Work with Operating System Concepts, NOS, Network Components • Redhat Linux installation, basic user and group management • Basic commands in Linux, LILO and GRUB bootload manager • Working with GUI-TheXconfigurator,VI editor and shell scripting • Assist the Project team with required technical and software support

PERSONAL PROFILE

Date of Birth: 06/09/1981 **Nationality:** Indian **Languages:** English, Arabic, Hindi, Malayalam, Tamil **Marital Status**: Married	
References	Furnished upon request