MUHAMMAD BILAD UL HAQ

IT Support Specialist | Software Deployment & License Management

bilad900@gmail.com | +966 56 277 5409 | Dammam, Eastern Province, Saudi Arabia
linkedin.com/in/bilad-ul-haq-8737a3341 | biladulhaq.github.io | Transferable Iqama

PROFESSIONAL SUMMARY

IT Support Specialist with 3+ years of experience in IT support, software deployment, and software license management, currently supervising a 2-person IT team on a Sinopec Petroleum site. Built and deployed the company's internal operations system with Android and iOS apps. Skilled in Active Directory administration, Microsoft 365 support, software asset management, and IT asset lifecycle tracking in security-controlled enterprise environments.

PROFESSIONAL EXPERIENCE

IT Supervisor — Jan 2025 – Present

EFFC — Supporting Sinopec Petroleum Branch | Haradh, Eastern Province, Saudi Arabia

- Provide on-site IT support for about 55 users on a security-controlled energy site — hardware, software, endpoint, and application issues.
- Supervise 2 IT support staff and act as the bridge between senior management and the IT team.
- Built and deployed the company's internal operations system from scratch (Laravel, MariaDB, Alibaba Cloud) with HR, inventory, fleet, finance, and camp operations modules.
- Shipped Android and iOS versions of the system via cloud CI, with push notifications and self-hosted audio/video calling.
- Administer the company domain, DNS, and email — SMTP setup and staff mailbox integration over IMAP.
- Administer Active Directory — user provisioning, group policy, access control, and full account lifecycle management.
- Perform software license activation, installation, configuration, and testing across Windows 10/11 and Windows Server; identify licensing compliance risks and recommend mitigation.
- Maintain the IT software and hardware asset register — asset tagging, license records, and technical documentation.
- Support LAN/WAN infrastructure (routers, switches, connectivity) under site industrial security and work-permit protocols.

IT Specialist — Dec 2022 – Jan 2025

Abacus Consulting International Organization | Pakistan / Remote

- Delivered Tier 1/2 end-user support for hardware, software, and peripherals, resolving incidents within agreed SLA targets.
- Provided full Microsoft 365 support — account and license configuration, mailbox setup, and issue resolution.
- Administered Active Directory for provisioning, access control, group policy, and account lifecycle management.
- Logged, tracked, and resolved incidents through ITSM ticketing aligned to ITIL practices, maintaining SLA compliance.
- Maintained accurate IT asset and software installation records through structured asset tagging and inventory.
- Managed and troubleshot routers and switches to maintain stable, secure LAN/WAN connectivity.

TECHNICAL SKILLS

Software Deployment & Licensing: Installation, Configuration & Testing, Enterprise Deployment & Rollout, License Activation, Software License Compliance, Software Asset Management (SAM), Microsoft 365 Licensing, Subscription Tracking, Procurement Support

Operating Systems & Platforms: Windows Server, Windows 10/11, Active Directory, Microsoft 365, Hyper-V, VMware

IT Support: Hardware & Software Troubleshooting, End-User Support (Tier 1/2), Endpoint Configuration, Remote Desktop Support, Application Support

Networking: LAN/WAN, Routing & Switching, DHCP, DNS, TCP/IP, Network Security, Proxy Server

Web & Cloud: Laravel, PHP, MariaDB/MySQL, Alibaba Cloud ECS, aaPanel, DNS & Email Administration (SMTP/IMAP), Capacitor (Android/iOS)

Endpoint Management: Microsoft Intune (basic), Microsoft Endpoint Configuration Manager / SCCM (basic)

Tools & Processes: ServiceNow, Jira Service Management (basic), ITSM / Ticketing Systems, ITIL-Aligned Incident & Service Management, CMD & PowerShell Scripting, IT Asset Inventory, Performance Monitoring, Technical Documentation

EDUCATION & CERTIFICATIONS

• Bachelor of Science in Information Technology — University of the Punjab (Major: Networking & Programming)
• CompTIA A+ — In Preparation

LANGUAGES

English: Professional / Bilingual • Urdu: Native • Arabic: Conversational (improving)