MUHAMMAD USMAN

IT Manager | IT Operations & Infrastructure | Enterprise ERP & Automation Systems

Gujranwala, Punjab, Pakistan | +92 334 5266444 | musman5264@gmail.com | linkedin.com/in/musman5264 | musman.esystematics.com

PROFESSIONAL SUMMARY

Senior IT Manager and Technology Leader with over 10 years of experience overseeing enterprise IT operations, network systems, ERP implementation, and digital workflow optimization. Demonstrated capability in governing Windows Server, Active Directory, Domain Controllers, and Group Policy across 1,000+ user environments while directing full-lifecycle deployments of customized ERP, POS, SaaS, and factory management platforms across 15+ organizations. Proven strength in technology budgeting, change governance, cybersecurity standards, and cross-functional leadership.

SKILLS

- **IT Management & Governance:** IT Operations, Service Management, Project Management, Project Governance, Budgeting, Change Management, Business Process Improvement, Vendor Coordination, Team Leadership
- **Infrastructure & Systems:** Windows Server, Active Directory, Domain Controller (DC & BDC), Group Policy (GPO), File Server Resource Manager (FSRM), Linux, Network Administration, TCP/IP, UDP, Forefront TMG 2010 Proxy, Help Desk Support
- **Enterprise Software & Development:** Enterprise Resource Planning (ERP), Point of Sale (POS) Systems, SaaS & WhatsApp Business API Solutions, Full SDLC, PHP, MySQL, JavaScript, HTML, Bootstrap, jQuery, DataTables, WordPress, Mobile Applications
- **Cybersecurity, MIS & Analytics:** Cybersecurity Protocols, Threat Detection, Network Vulnerability Assessment, Data Confidentiality, MIS Reporting, Google Analytics, Technical Documentation

WORK EXPERIENCE

Esystematic Technologies, Gujranwala, Pakistan

Managing Director | *July 2020 – Present*

- Formulated and executed company-wide business strategies, operational roadmaps, and service-delivery frameworks, driving consistent year-over-year client expansion across 4+ industry sectors.
- Directed end-to-end delivery of 15+ custom cloud ERP (EERP), enterprise POS (E-POS), SaaS, web, and mobile platforms—translating complex client requirements into production-grade technical architectures.
- Reduced client manual data-entry and reporting bottlenecks by up to 60% by deploying intelligent workflow automation, WhatsApp API tools, document processing, API integrations, and real-time executive dashboards.
- Governed financial performance, project budgets, 10+ vendor/partner contracts, and corporate policy compliance across all commercial and technology engagements.
- Mentored department leads, delegated cross-functional responsibilities across 10+ technical and operational staff, and instituted standardized SDLC QA milestones to achieve 95%+ on-time project delivery.

MNR Design Studio, Gujranwala, Pakistan

IT Manager & MIS Manager | *January 2023 – Present*

- Directed enterprise IT operations and Management Information Systems (MIS), aligning infrastructure, user workflows, and executive reporting across 6 core departments and 150+ users.
- Engineered and deployed a unified enterprise ERP and Factory + Studios Automation System governing 100% of production planning, raw-material inventory, purchasing, order dispatch, and job costing.
- Streamlined end-to-end HR and payroll operations across 8+ integrated modules—linking ZKTeco biometric attendance sync with employee records, salaries, allowances, deductions, advances, and loans—cutting monthly payroll processing time by 70%.
- Eliminated spreadsheet fragmentation across 100% of operational units by centralizing MIS data governance and delivering real-time executive analytics for faster leadership decision-making.

- Enforced role-based access control (RBAC), granular permissions, audit logging, and network security protocols across 25+ user roles, achieving zero unauthorized data breaches.
- Collaborated continuously with 6 department heads to diagnose workflow gaps, prioritize 40+ system enhancements, drive 100% staff adoption, and execute full-SDLC engineering using PHP, MySQL, JavaScript, HTML, Bootstrap, jQuery, and DataTables.

University of Central Punjab (Punjab Group of Colleges), Gujranwala, Pakistan

Computer Lab Administrator | *January 2017 – February 2019*

- Administered enterprise Windows Server domain infrastructure across 200+ workstations, sustaining 99.8% lab and network uptime across Primary Domain Controller (DC) and Backup Domain Controller (BDC) servers.
- Programmed Active Directory account provisioning and Organizational Unit (OU) structuring, enforcing 30+ Group Policy Objects (GPOs) to meet institutional security and compliance standards.
- Controlled over 1,000 student and faculty profiles, configuring file-server storage quotas, screening rules, and resource allocations through File Server Resource Manager (FSRM).
- Configured Microsoft Forefront TMG 2010 proxy policies to regulate web access, bandwidth allocation, and perimeter security across 5+ computer labs.
- Resolved 50+ monthly hardware faults, IP conflicts, and structured cabling incidents while achieving 100% audit compliance across Site Survey, Installation, System Health, and Stock reports.

University of Central Punjab (Punjab Group of Colleges), Gujranwala, Pakistan

Data Entry Operator – Examinations Department | *December 2015 – January 2017*

- Assisted the Assistant Controller of Examinations in executing real-time campus examination logistics, seating plans, and daily scheduling workflows for 2,000+ enrolled students.
- Prepared and verified 100+ confidential examination papers and official academic assessments with 100% accuracy and strict adherence to security protocols.
- Cataloged digital and physical examination records, attendance logs, and result registers across 15+ degree programs to streamline departmental audits.
- Initiated an online examination portal to digitize seating plans, exam entry slips, student fee/defaulter tracking, and transcript/NOC workflows for 2,000+ students.
- Coordinated with 30+ faculty, accounts, and administrative staff to verify student eligibility, resolve record discrepancies, and issue timely examination documentation.

Heritage International College, Gujranwala, Pakistan

Assistant Manager & Assistant Controller of Examinations | *February 2015 – August 2015*

- Supervised campus-wide examination preparation, room allocations, and invigilation schedules for 800+ students with zero scheduling discrepancies.
- Generated and safeguarded confidential examination papers, assessment materials, and official academic correspondence across 10+ academic programs.
- Oversaw examination conduct, attendance verification, and systematic archiving of 800+ student academic and examination records.
- Resolved 40+ daily student inquiries, registration requests, and front-office administrative workflows to ensure responsive campus service.
- Facilitated cross-departmental alignment among 25+ faculty members, administrative staff, and campus leadership to uphold institutional compliance.

Punjab College for Women, Gujranwala, Pakistan

Data Entry Operator | *July 2013 – April 2014*

- Digitized and validated institutional records for 1,200+ students across admissions, attendance, and academic performance databases with 99.5%+ accuracy.
- Drafted and revised 150+ official college notices, examination documents, circulars, and administrative correspondence for campus distribution.

- Organized structured filing systems and spreadsheet databases, reducing administrative document retrieval time by 40%.
- Expedited front-office administrative operations, record verification, and document preparation for 35+ faculty and management personnel.
- Safeguarded data confidentiality, formatting consistency, and 100% on-time completion of daily clerical and operational documentation.

SELECTED ENTERPRISE & IT PROJECTS

- **MNR Design Studio ERP (Factory + Studios Automation):** Engineered an end-to-end enterprise resource planning platform integrating 100% of factory production tracking, studio workflows, inventory, HR/payroll, and MIS reporting across 6 departments.
- **Awaam App (Multi-Vendor Food & Delivery Platform):** Launched a multi-vendor online food ordering and delivery ecosystem across mobile and web platforms, enabling vendor onboarding, order routing, and live delivery tracking across 50+ partner restaurants.
- **E-POS (Enterprise-Level Point of Sale System):** Created an enterprise-grade Point of Sale system with full ERP capabilities, including real-time inventory sync, multi-branch billing, supplier ledgers, and financial reporting.
- **EERP (Multi-Business Enterprise Resource Planning):** Delivered a modular, multi-business cloud ERP suite offering customizable workflows across 6+ core functions: manufacturing, retail, distribution, accounting, HR, and supply chain.
- **RentOyee Project (Vehicle Rental ERP):** Constructed a full-lifecycle vehicle-rental ERP and fleet booking web platform with self-service invoicing, vehicle availability tracking, and reservation management (rentoyee.com).
- **IEU University Kyrgyzstan (Students & Fee Management Portal):** Implemented a centralized academic administration portal for International European University (Kyrgyzstan), streamlining student lifecycle records, tuition billing, and fee schedules for 1,000+ students.
- **CareerPlanners Students Management Portal:** Established a comprehensive student management and academic counseling portal digitizing admissions tracking, student profiles, and administrative reporting (portal.careerplanner.com.kg).
- **ZKTeco Auto Attendance Sync with ERP (Agent Module):** Programmed a real-time hardware-to-software integration agent synchronizing biometric punch logs from ZKTeco attendance devices directly into enterprise ERP payroll modules.
- **Digital E-Khata Mobile Application:** Designed a mobile digital ledger application empowering 500+ small shopkeepers and retailers to track daily credit/debit accounts (udhaar), customer balances, and payment reminders.
- **IELTS Academy Management System:** Devised an end-to-end institute management platform covering student enrollments, batch scheduling, mock test evaluations, fee collection, and performance analytics.
- **IS Internet Management System (ISP Management & Billing):** Assembled an Internet Service Provider (ISP) management and recurring billing platform handling 1,000+ subscriber packages, bandwidth plans, invoicing, and outage tickets.
- **E-WhatsApp Automation Tool (QR & Meta Official SaaS Platform):** Pioneered a SaaS-level WhatsApp automation platform offering both QR-based session connections and official Meta Cloud API integration for multi-channel campaigns, chatbots, and CRM workflows.

EDUCATION

Bachelor of Computer Sciences (BSCS) — Coursework Completed (60+ Credit Hours / 4 Semesters)
COMSATS Institute of Information Technology, Islamabad, Pakistan | 2015 – 2018
Relevant Coursework: Data Structures, Object-Oriented Programming, Database Systems, Digital Logic Design, Discrete Structures, Management

Intermediate in Computer Science (ICS)
Government College, Satellite Town, Gujranwala, Pakistan | August 2010 – September 2012

Matriculation in Science
Government High School Wadala Sandhuan, Pakistan | 2008 – 2010

CERTIFICATIONS

- **Google Career Certificates:** Foundations of Project Management (Feb 2023, ID: VZL89AMVLFA8) | Technical Support Fundamentals (Feb 2023, ID: V2MPAPHHUYLC) — Google / Coursera
- **Google Analytics:** Google Analytics Certification — Google Digital Academy / Skillshop (Issued May 2023; ID: 74009738)
- **Cisco Networking & Security:** Cybersecurity Essentials (Oct 2022) | Introduction to Cybersecurity (Oct 2022, ID: 734776f1-0ad9-42f7-9816-94708e401fc6) | Introduction to IoT (Oct 2022) — Cisco
- **Networking Infrastructure:** Introduction to TCP/IP — Yonsei University / Coursera (Oct 2022; ID: YYYCGTU79DWE)
- **Microsoft Certifications:** Certified Microsoft Innovative Educator (MIE), Windows 10 for Education, & Student Teacher Education Program (Nov 2021) — Microsoft
- **University & Industry Credentials:** Introduction to Physical Computing — Lancaster University (May 2023, ID: 4o9hkof) | Digital Skills: Mobile — Accenture (May 2023, ID: v6yii7s) | Introduction to Computing & IT — The Open University (May 2023)
- **Ministry of IT (Pakistan) / DigiSkills:** WordPress (ID: YKN7N34PQ), E-Commerce Management (ID: VYT5Y76PQ), SEO (ID: QUAXG78PQ), & Freelancing (ID: M9CZ54JPQ) — Ministry of IT, DigiSkills, Virtual University & Ignite Pakistan (2019)

LEADERSHIP & VOLUNTEER ORGANIZATIONS

- **EOTO | Each One Tech One:** Member / Volunteer (July 2021 – Present)
- **Ittehad Welfare Foundation Wadala Sandhuan:** Member / Volunteer (October 2014 – Present)