

# SYED WAQAS TAYYAB

## IT SYSTEM ENGINEER

## CONTACT

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- Iqama status: Transferable
- Nationality: Pakistani
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## EDUCATION

2020–2012

**Master's in Business Administration**  
(iMBA)

*Buckinghamshire New University, UK*

2006 – 2010

**Bachelor's in Information  
Technology (BCS-IT)**

*University of Greenwich, UK*

## CERTIFICATIONS

- Microsoft Certified: Azure Security Engineer Associate – 2024
- SAP Certified Application Associate – SAP Analytics Cloud – 2023
- SAP Certified Technology Consultant (SAP S/4 HANA Admin.) – 2022
- Project Management: PMP Training (35 PDUs) – 2018
- ITIL v3 Foundation – 2017
- CCNA Security – 2013
- CCNA R&S – 2010
- Cybersecurity (Multiple certs)

## PERSONAL PROFILE

Experienced IT professional with 10+ years of expertise in managing IT infrastructure within multinational corporate environments. Skilled in resolving complex technical issues, improving user satisfaction, and supporting both on-premises and cloud-based systems. Strong team player with a focus on clear communication, problem-solving, and delivering reliable, high-quality IT services.

## WORK EXPERIENCE

### IT SYSTEM ENGINEER | 2020 – NOW

**SAP**, Riyadh, Saudi Arabia

- Maintained and updated the IT Asset Management System, ensuring accurate lifecycle tracking of all hardware and software assets.
- Managed IT asset procurement and approvals through SAP Ariba for employees across the MENA region.
- Handled full ServiceNow (SNOW) ticket lifecycle management, prioritization, escalation, resolution, and closure in alignment with SLAs & KPI's
- Created, reviewed, and optimized ServiceNow (SNOW) knowledge base articles to improve first-call resolution and reduce recurring incidents.
- Executed end-to-end onboarding and off-boarding processes, ensuring proper access provisioning and deprovisioning according to corporate policies.
- Coordinated with external IT vendors and service providers to ensure timely delivery of services and resolution of technical issues.
- Managed IT arrangements for SAP-related C-level meetings, events, and global training sessions.
- Recommended and implemented new technologies, verifying stability, accuracy, and functionality during system upgrades or changes.
- Supported Modern Workplace technologies including SVM, ITPP, Digital Signage systems, and internal content management platforms.
- Provided L2 and L3 technical support with advanced troubleshooting for internal and external users.

### IT SUPPORT SPECIALIST | 2015 – 2020

**SAP**, Riyadh, Saudi Arabia

- IT SPOC for SAP Saudi Arabia offices, supporting Riyadh, Jeddah, and Al-Khobar locations as part of the Global IT team based in EMEA.
- Support and maintain IT infrastructure and network connectivity, including HP servers, Cisco switches and routers, LAN, WAN networks, NAC controllers, ISP/intranet/internet connections, and MS Teams/Skype/Lync gateways.
- Conduct end-user training and awareness sessions for SAP cloud-based technologies to promote secure and efficient usage.

## LANGUAGES

- English (Fluent)
- Arabic (Fluent)

## KEY SKILLS

### Professional Skills

- Service Delivery Management – (SLA & KPI)
- IT Operations Management
- IT Consulting & Advisory
- Incident & Problem Management (SNOW)
- Vendor & Third-Party Management
- Business Requirement Analysis
- IT Policy & Procedure Development
- Knowledge base development in ServiceNow (SNOW)
- Cybersecurity Risk & Compliance Awareness

### Soft Skills

- Executive & Client Communication
- Time, Priority & SLA Management
- Technical Presentations & Reports
- Incident & Problem Management
- Communication & Executive Presentation

### Technical Skills

- Microsoft 365 / Office 365 Architecture
- Azure AD (Entra ID) & Identity Management
- Endpoint Management (Intune)
- Device Provisioning & Autopilot
- Company portal / MFA Auth.
- Windows Server Administration
- Network Services (DNS, DHCP, VPN)
- Configuration Manager (SCCM)
- Active Directory & Group Policy (GPO)
- ServiceNow (SNOW) Incident & Knowledge Management
- MacBook Provisioning (MDM)
- Mobile Device Management (macOS, iOS)
- Apple Device Enrollment (ADE / DEP)
- Microsoft Intune (macOS & iOS)

- Provide operational support for Cisco and Aruba wireless systems, SVRS, Microsoft Lync/Skype for Business, Office 365, Logitech meeting room devices, and Evoko solutions.
- Manage deployment, re-deployment, and mass deployment of Windows, macOS, and Linux operating systems across the organization.
- Support Microsoft Intune, Configuration Manager (SCCM), and Modern Management systems to enhance and maintain the end-user environment, including Autopilot, Company Portal, Microsoft Store for Business, and Software Center.
- Manage the core Office 365 suite, including SharePoint, Teams, OneDrive, Exchange Online, and Outlook, ensuring smooth operations and user productivity.
- Configure and deploy SAP-certified applications across multiple platforms such as iOS, Android, Windows, and macOS.
- Maintain and update cybersecurity tools including Frontend Compliance Checker, Trellix/McAfee, HIPS, Azure compliance, and SCCM compliance checks. Oversee cloud and on-premises data backup and recovery for TLM, OneDrive, and SharePoint.
- Manage and support all endpoints—desktops, laptops, tablets, and mobile devices, using Microsoft Defender and Azure AD (Microsoft Entra ID).
- Troubleshoot and support server room equipment along with core enterprise technologies such as SCCM, MDM, Microsoft Azure, Microsoft Teams video conferencing, and Adobe Connect.

## SYSTEM SECURITY OFFICER | 2012 – 2015

BANQUE SAUDI FRASI, Riyadh, SAUDI ARABI

- Established connectivity of ATM's and Branches Security Systems, Management and installation of ATM and Branches Security Systems and provide security incident recordings to management.
- Manage networks Siecep ATM's security management tool to investigate Banks site health, User privileges via G4S MultiMax Access control system to Head office and branches, managing Access cards to employees from Security command center.
- Managing IT tickets (BMC Remedy system) monitoring and process.
- Working on Banking security system software such as Access Control system, Sicep, Vangaurd, MultiMaX, BMS BM remedy and multi web based applications to ensure business continuity 24/7.
- Perform testing on Access control system, IoT sensors, CCTV, Burglar & Fire alarm system.

## NETWORK ADMINISTRATORS | 2011 – 2012

TSBS Networks Solution, Riyadh, SAUDI ARABI

- Setup and configuration of protocols, operating systems, and standards; Knowledge and experience with Dynamic Host Configuration Protocol (DHCP).
- Configuration of WAN, LAN, and VPN network protocols such as TCP/IP and network diagnostic tools and techniques
- Configure and troubleshoot Network technologies Local Area Networks (LAN), Wide Area Networks (WAN) and Virtual Private Networks (VPN).