


FAHEEM QURESHI

IT SUPERVISOR

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PROFILE

A detail-oriented IT Supervisor with Radisson Collection Hotel Riyadh Five years of experience in system administration, network management and technical support. Proven ability to improve systems performance and security, troubleshoot issues efficiently, and deliver quality technical solutions. Strong communication skills and experience working in a dynamic, fast-paced environment.

CAREER PROGRESSION

2026 - Present **IT SUPERVISOR**

RIYADH(KSA)

RADISSON COLLECTION RESIDENCES,RIYADH (RHG)

January 2026 – Present

As an IT Supervisor in Radisson Collection Residence Riyadh (KSA) pre-opening project, responsible for planning, coordinating, and delivering all IT systems required for operational readiness prior to opening. Led the deployment, configuration, testing, and commissioning of core hospitality technologies, including network infrastructure, structured cabling, Wi-Fi systems, servers, user workstations, and guest-facing IT services. Coordinated the implementation of hotel applications such as PMS, POS, back-office systems, and interfaces with third-party platforms. Supervised IT staff, vendors, and system integrators, ensuring alignment with brand IT standards, cybersecurity policies, and project timelines. Worked closely with hotel management, operations, and other departments to support training, system handover, and a seamless transition from pre-opening to live hotel operations.

2021- 2025 **IT SUPERVISOR**

RIYADH · KSA

MANSARD RIYADH, A RADISSON COLLECTION HOTEL (RHG)

Dec 2021 - Dec 2025

As an IT Supervisor pre-opening project Mansard Radisson Collection Hotel, providing technical support for guest room technologies to ensure a seamless guest experience. Assisted with the installation, configuration, testing, and maintenance of in-room systems, including IPTV, smart TVs, guest Wi-Fi, IP telephony, in-room tablets, electronic door locks, and room control systems. Performed basic network and connectivity troubleshooting to resolve guest and staff issues promptly. Supported integration between guest room systems and hotel applications such as PMS. Collaborated with senior IT staff, engineering teams, and vendors to address technical issues, maintain system performance, and ensure compliance with brand standards and service quality requirements.

Technical Skills

- Hardware installation, configuration, and troubleshooting (PCs, laptops, printers, POS terminals).
- Network setup and troubleshooting (LAN/WAN, switches, routers).
- Wi-Fi and wireless network configuration and maintenance.
- Operating systems installation and troubleshooting (Windows, macOS).
- Peripheral device setup (IP phones, scanners, projectors, AV equipment).
- Email server configuration and troubleshooting (Exchange, Office 365).
- Guest room technology support (IPTV, smart TVs, room control systems).

- Cable termination, testing, and certification (using Fluke or equivalent testers)
- Basic knowledge of TCP/IP, DNS, DHCP, VPN.
- Knowledge of LAN, WAN, and data center cabling standards.
- Installing, updating, and troubleshooting software applications.

2019 - 2021 **SAUDI BINLADIN GROUP (MAKKAH HARAMAIN EXPANSION PROJECT)**
 MAKKAH · KSA **Electrician**

July 2019 - Dec 2021 · (2 years 6 months)

I had the privilege to contribute to the King Abdullah Expansion of Masjid Al-Haram in Makkah, one of the largest and most prestigious construction projects in the world. Throughout the project life cycle, I was actively involved in all phases—from planning and installation to testing, commissioning, and maintenance of electrical systems. During the planning stage, I participated in reviewing electrical drawings, single-line diagrams, design specifications, and project requirements to ensure accurate and safe implementation. In the execution phase, I performed installation, termination, and configuration of electrical systems, including power distribution, lighting systems, emergency and backup power systems, fire alarm systems, and associated cabling, in full compliance with international standards and safety regulations. I played a key role in testing and commissioning activities by conducting inspections, continuity and insulation resistance testing, fault troubleshooting, and system adjustments to achieve full functionality and client approval. During the operation and maintenance stage, I provided ongoing technical support and preventive maintenance to ensure system reliability and uninterrupted performance. I also assisted in preparing as-built drawings, electrical reports, and handover documentation, supporting a smooth transition to operational teams and long-term sustainability of the project.

Technical Skills

- Electrical installation, maintenance, and troubleshooting for low- and medium-voltage systems
- Power distribution network setup and management.
- Lighting system installation and maintenance
- Wiring, Conduit bending, Power distribution, Control system
- Troubleshoot and resolve electrical malfunctions in a timely and efficient manner.
- Fire alarm system installation and maintenance
- Electrical control panel assembly and troubleshooting
- Interpretation of electrical drawings, single-line diagrams, and technical specifications
- Knowledge of IEC, NEC, and project-specific electrical standards
- Excellent teamwork and communication skills

ACADEMIC ACHIEVEMENT

- Diploma in Electrical Engineering (DAE)
3 years Diploma by KP BT&CE (Khyber Pakhtunkhwa Board Of Technical and Commerce Education) – Govt. of Pakistan
- Diploma in Information Technology (Khyber Pakhtunkhwa Trade Testing Board Peshawar Pakistan)
- HSE – Hazara School and College Ghazi Haripur, by State Govt. Of KPK | Pakistan

COMPETENCIES

- **Troubleshooting hardware and software:**

- Management and maintenance of the company IT infrastructure (Network Systems).
- Identifying problems with desktops, laptops, printer, and other peripherals.
- Assisted with troubleshooting and resolving hardware software issues on windows and MacOS.
- Maintain and monitor network infrastructure, ensuring uptime and optimal performance.
- Monitor daily backups, manage asset database, and control software register.
- Provide day-to-day support to all our people, including call logging, troubleshooting, and IT admin tasks such as new user password resets, and PC builds.

- **IT Project Management:**

- Turnkey project & Quality Management – (Planning and Execution, Systems design, Migrations/ Integrations, Enterprise-wide Implementations)
- Key IT Deliverables – (Datacenter, IT Infrastructure, Structured cabling)

- **Meeting room assistance:**

- Assist the guest with all the meeting rooms, lounge and music connectivity issues in the meeting rooms.
- Maintaining all AV systems and products of good quality.
- Setup, operated and maintained AV equipment for meetings, conferences and corporate events.
- Assisted clients and event organizers with AV requirements to ensure smooth presentations.
- Conducted routine maintenance testing of AV systems to ensure reliability.

- **IT Inventory:**

- Maintaining proper administrator records of IT equipment inventory, application software inventory software licenses, IT equipment movement, networking and other IT related information.
- Managing all inventory documents and keeping them ready for auditing purposes.

- **Infrastructure/Software:**

- Good Knowledge of Hospitality Business Support Applications and Guest facing Technology – Oracle Opera PMS, Symphoni Cloud POS, IPTV, GRMS, BMS, IP Telephones.

LANGUAGE FRAMEWORK

English (Fluent)

Urdu (Native)

Arabic (Conversational)

REFERENCES

Available upon request