

EXECUTIVE PROFILE



Sohaib Asim Khan

Senior Application Support Engineer

10+ years supporting mission-critical enterprise applications across Finance, CRM, ECM and Business Operations — ITSM, ServiceNow, Dynamics CRM, SQL Server, Azure.

WhatsApp

contact@sohaib.ae

LinkedIn

🇦🇪 Dubai, UAE · 🇵🇰 Pakistan



10+

Years of Experience

13+

Critical Applications

10,000+

Incidents Resolved

500+

Change Requests

99.9%

App Availability

2,500+

CMDB Servers Updated

EXPERIENCE

Jul 2025 – Present
Dubai, UAE

Senior Support Specialist

IT City UAE

- End-to-end technology solutions across application support, infrastructure, web development and cloud platforms.
- Deployed and supported Odoo ERP and Zoho Finance applications; managed Citrix VDI, load balancers and enterprise email services.

Jun 2020 – Jul 2025
5 yrs 2 mos · Lahore, PK

Senior Application Support Engineer (System Engineer)

Stewart Title

- Primary L3 engineer for AIM Plus, ResWare, Lawson ERP, ESB, Dynamics CRM and Oracle ECM.
- Executed 500+ production deployments via Azure DevOps CI/CD following ITIL v4 change management.
- Led Oracle ECM infrastructure upgrade and managed enterprise SSL/TLS certificate compliance across 1,000+ VMs.
- Authored 50+ knowledge articles and built an internal Laravel tool to eliminate manual SQL deployment errors.

Jul 2016 – Jun 2020
4 yrs · Lahore, PK

Global Service Desk Engineer | L1/L2

Afiniti (Former SATMAP)

- 24/7 application and infrastructure support for Avaya-based AI pairing solutions at Verizon and AT&T.
- Resolved 10,000+ incidents globally; led response to a large-scale healthcare ransomware attack in 2020.

Sep 2009 – Jun 2016
6 yrs 10 mos

Customer Support & Engagement

Ovex Technologies · Allianz · Icon Marketing · Mindbridge

- Managed inbound and outbound customer support for UK, USA and Canada markets.
- Handled CRM tasks, lead generation and VOIP calling systems.

PROJECTS

App ToolKit

Internal Tooling — PHP Laravel (MVC)

PHP · Laravel · SQL

Stewart Title

- Built an internal web application to execute DML SQL deployment scripts across Dev, QA, Prod and DR environments in a single click, eliminating manual script execution errors.
- Role-based access control ensuring only authorised engineers could trigger production deployments.

Automated Server Update Pipeline

PowerShell Automation — Scheduled via VisualCron

PowerShell · VisualCron · SMTP

Stewart Title

- Developed PowerShell scripts to automate 100+ server patching and update cycles across the estate.
- Scheduled via VisualCron with SMTP relay delivering execution reports and failure alerts to the engineering team.

Server Upgrade & Legacy Migration

Infrastructure Migration — EOL Decommission

Windows Server · IIS · VMware · Oracle WebLogic

Stewart Title

- Led migration of legacy enterprise applications from end-of-life servers to upgraded infrastructure with zero data loss.
- Migrated Oracle WebCenter Content (ECM) from Cisco Blade M2 to Cisco UCS M4, achieving compliance with current standards.

CORE TECHNOLOGY STACK

Dynamics CRM

SQL Server

Azure

Azure DevOps

ServiceNow

Oracle WebLogic

Oracle WebCenter (ECM)

IIS

VMware vSphere

PowerShell

Active Directory

Microsoft 365

SharePoint

Power Apps

SAP Business One

Odoo ERP

Zoho

REST APIs

SSL / TLS

McAfee

Cisco AnyConnect

Palo Alto

pfSense

SECURITY

- McAfee deployment — endpoint protection from ransomware
- Cisco AnyConnect deployments — secure remote company connectivity
- Palo Alto firewall deployments and support with security teams
- Deployed pfSense firewall for a calling centre
- Studied Information Security

EDUCATION

Bachelor of Science in Computer Science (Honours)

University of Central Punjab — Lahore, Pakistan

December 2016 · HEC Verified · Reg. No. L1F09BSCS2032

Sohaib Asim Khan

Dubai, United Arab Emirates

contact@sohaib.ae

+971 50 769 8143

LinkedIn ↗