



HEZBULLAH SHAH

Managing Director | Business Operations | IT Infrastructure Leader | AI & Machine Learning

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Khorfakkan, UAE

Professional Summary

Results-oriented Managing Director with **15+ years of progressive experience** spanning entrepreneurial business leadership, government services center operations, and enterprise IT infrastructure management. Proven expertise in scaling **Businessmen Services Centers** from launch to **multi-branch operations**, with deep regulatory compliance across **MOHRE, SEDD, ICP, GDRFA, MOHAP** and other UAE government entities.

Currently operating **two successful Businessmen Services Center branches in Khorfakkan** (founded 2022), delivering PRO services, visa processing, document clearing, and corporate government liaison. Specialized in **multi-site infrastructure architecture** including Proxmox virtualization, VoIP systems, and VPN connectivity over dynamic IPs.

Core Competencies

Business Operations: P&L Management | Multi-branch Scaling | B2B Sales | Recruitment & Leadership | Procurement | Process Automation

Government Services: MOHRE/Tasheel Operations | Visa/PRO Processing | Regulatory Compliance | System Integration | Stakeholder Management

IT Infrastructure: VMware ESXi | Proxmox VE | VoIP/IP-PBX | Site-to-Site VPN | Windows/Linux Servers | Cisco/Juniper Networking | Apache/MySQL/PHP | Custom System Development

Professional Experience

KHORFAKKAN TYPING | Khorfakkan, UAE

Managing Director & Founder | 2022 – Present

Founded and scaled **two-branch Businessmen Services Center** operation:

- **Full P&L Ownership:** Revenue growth strategy, cost optimization, pricing strategy, profitability management across dual locations
- **Multi-Site IT Infrastructure:** Architected **Proxmox VE virtualization cluster** with VMs supporting both locations; established secure **site-to-site VPN** over dynamic IPs enabling centralized VoIP communications and shared customer file repositories
- **Custom Systems:** Designed and deployed **internal invoicing system** (PHP/MySQL) for seamless billing and financial tracking across branches
- **Service Portfolio:** PRO services, visa processing (employment/family/tourist), document attestation, trade license services, Emirates ID
- **Compliance Excellence:** Ensure 100% adherence to evolving UAE government regulations across both branches

AL SHAMALYAH BUSINESSMEN SERVICES | TASHEEL Center, Khorfakkan, UAE

Managing Director & Head of IT Operations | August 2013 – 2022

Managed full-service government services center and enterprise IT infrastructure:

- Oversaw integration of **8+ government systems:** MOHRE, SEDD, ICP, MOHAP, EIDA, GDRFA, eChannels, Tahseel, EDNRD, EFORM, GIT
- Managed Windows/Linux/ESXi servers, Cisco routers/firewalls/switches
- Led staff training programs for UAE nationals and expatriates
- Primary government liaison: MOHRE, SEDD, ICP, emaratech, smartcube, QMATIC

RAQMIYAT LLC | Dubai, UAE

IT Engineer | January 2011 – January 2012

- Delivered enterprise IT support for **Prime Minister's Office – Dubai**, MOEW, ADM, ADCB, DUBAL
- **Led Windows XP-to-7 migration:** 2,000+ workstations, 2,500 user profiles

iSOLUTIONS LLC | Abu Dhabi, UAE

Network & Systems Administrator | March 2012 – February 2013

CORVIT SYSTEMS | Rawalpindi, Pakistan

Technical Instructor | *May 2010 – October 2010*

PAKISTAN TELECOMMUNICATION LIMITED (PTCL) | Bannu, Pakistan

Network Technician | *June 2009 – August 2009*

Key Projects

Multi-Site Branch Interconnect & VoIP Infrastructure | *2023-2024*

- Configured secure **VPN tunnels** using dynamic DNS (eliminating need for expensive static IPs)
 - Deployed **Proxmox VE cluster** hosting domain controllers, file servers, and VoIP infrastructure
 - Implemented **IP-PBX system** enabling free inter-branch calls and centralized phone management
 - **Result:** 100% cost reduction on inter-branch calls, 70% savings vs commercial MPLS solutions, 99.2% uptime
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Key Achievements

- **Founded Two Businessmen Services Centers:** Built Khorfakkan Typing (2022) from concept to 2-branch profitable operation
 - **Custom Invoicing System Development:** Self-built PHP/MySQL solution reducing processing time 60%, eliminating SaaS costs
 - **Multi-Site Infrastructure Deployment:** Architected Proxmox/VPN/VoIP infrastructure saving 70% vs commercial solutions
 - **2,000+ Workstation Enterprise Migration:** Led government client OS migration with zero downtime for Prime Minister's Office
 - **8+ Government System Integration:** Managed seamless operations across MOHRE, SEDD, ICP, GDRFA, MOHAP platforms
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Publications

Node.js Challenges in Implementation | *Global Journal of Computer Science and Technology: E Network, Web & Security*, 2017

Perspectives of Green Computing | *SZABIST - Dubai - Working Paper Series*, 2012

Education, Certifications & Trainings

Education:

- **MS (CS) – Computing** | SZABIST Dubai, UAE | 2014 – 2016
- **BBA-IT (Honors)** (*Equivalent to Master's*) | University of Science & Technology, Bannu, Pakistan | 2005 – 2009

Certifications:

- **MCITP** – Enterprise Administrator (Windows Server 2008) | Microsoft
- **JNCIA** – Enterprise Routing | Juniper Networks

Trainings:

- MCSE, RHCE, CCNA | CORVIT Systems, Pakistan
 - ISO 9001:2008 Internal Auditor | Chiltern TMC
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Languages & Personal

Languages: English (Professional) | Arabic (Professional) | Urdu (Native) | Pashtu (Native) | Hindi (Conversational)

Personal: Date of Birth: February 1, 1986 | Nationality: Pakistani | Marital Status: Married | Driving License: UAE & Pakistan

References available upon request