

# Muhammad Ismail Ijaz

Site Operations & Events Professional | IT Expert

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Employment Visa: Valid till 05/2027



## PROFESSIONAL SUMMARY

Dynamic Site Operations and Events professional with a strong IT and customer-service background. Proven track record delivering large-scale exhibitions and conferences across the UAE (Dubai Expo, ADNEC, DWTC). Experienced in exhibitor liaison, contractor coordination, logistics, staff supervision, and cash operations. Known for excellent stakeholder communication, fast problem solving on-site, and consistently positive feedback from organizers and clients.

## KEY SKILLS

- Event site operations & logistics
- Staff supervision, rostering & training
- Registration, accreditation & access control
- Web Development IT & event systems (Reg, POS, Printers)
- Exhibitor liaison & contractor coordination
- Cash handling & POS supervision
- Health & safety awareness on site
- Stakeholder communication & client satisfaction

## WORK EXPERIENCE

**IT Manager** | Royal Millennium Technical Services | Sport City, Dubai

Mar 2025 – Present

- Oversee IT infrastructure, manage web and digital assets, and support internal systems to ensure smooth operations.
- Lead optimization of marketing tools and website performance, supporting data-driven decisions.
- Provide technical assistance to event teams during operations.

**IT Support** | **Gulfood 2026** Xenial Events | Dubai World Trade Centre (DWTC) Dubai

23 Jan 2026 – 30 Jan 2026

- Supported full IT operations from build-up to dismantle for one of the region's largest exhibitions.
- Assisted in setting up IT infrastructure, managing equipment deliveries, and configuring registration systems.
- Provided on-site technical support ensuring uninterrupted registration system and visitor experience.
- Collaborated closely with team and took charge to ensure smooth daily operations.

**Supervisor** | **Xenial Events** | Intersec 2026 | DWTC

12 – 14 Jan 2026

- Managed registration teams and venue operations.

**Supervisor** | **Xenial Events** | Automechanika 2025 | DWTC

9 – 11 Dec 2026

- Managed registration teams and overtake the reg system related operations.

**Operations Assistant** — **Dubai Muscle Show** | Dubai Expo

Oct 2025

- Assisted organizers and exhibitors with logistics and stand coordination.

- Monitored build-up progress, ensuring compliance and smooth event execution.

**Cashiers Supervisor — ADIPEC 2025** | Xenial Events (DMG Events) | ADNEC, Abu Dhabi  
2025

- Supervised a team of 23 cashiers, ensuring accurate cash handling and reporting.  
- Coordinated with finance for reconciliations and performance reporting.

**Supervisor — GITEX Global 2025** | Xenial Events | DWTC  
2025

- Led registration and usher teams, handled client-side operational changes efficiently.

**Team Lead — FNDM Events (Informa Markets)** | Informa Markets  
2025

- Managed staff, logistics, and on-site communication ensuring smooth event delivery.

**Events Support Roles** | Various Events (Gulfood, GISEC, Intersec, ATM, etc.)  
Sept 2023 – Present

- Provided IT, registration, and customer support across multiple UAE events.

**Sales Supervisor** | JS BBQ Restaurant | JVC, Dubai  
Mar 2023 – Mar 2025

- Managed digital marketing and daily sales supervision.

**IT Technician** | Millennium Star Technical Services | Dubai  
Oct 2022 – Feb 2023

- Developed company website, managed social media, and provided IT support.

## EDUCATION

Bachelor of Science — Information Technology | National Textile University, FSD | 2018 – 2022

Intermediate | Govt. Islamia Degree College, Sangla Hill | 2014 – 2017

## CERTIFICATIONS & COURSES

- Digital Marketing and SEO
- Google Ads Search Certification
- Google Analytics Certification
- Project Charter with Google

## PROFESSIONAL TOOLS

- Visual Studio Code, Git, GitHub • React.js, Node.js, SQL Server Google Workspace
- POS / Ticketing Systems
- WordPress (Basic CMS) & Google Ads, Meta Business Suite, SEO Tools
- Event Registration Systems

## PERSONAL SKILLS

- Problem Solving
- Adaptability
- Team Leadership
- Communication
- Time Management

## **AWARDS & ACTIVITIES**

- President of IT Society, NTU (2021–2022)
- Best CR and President Appreciation Shield, NTU (awarded by HOD of DCS)

## **REFERENCES**

Available upon request.