



Ahmad Raza

Date of birth: 27/01/1996 | **Phone number:** (+92) 3336065161 (Mobile) | **Email address:**

ahmadraza8843@gmail.com | **Address:** Multan, Pakistan (Home)

EDUCATION AND TRAINING

07/2018 – 11/2020

MASTERS IN COMPUTER NETWORK AND CYBER SECURITY FAST NUCES Islamabad

2014 – 2018

BS TELECOM SYSTEMS AND NETWORKS Bahauddin Zikriya University Multan

WORK EXPERIENCE

 **AXIS POINT TECHNOLOGY SOLUTIONS GROUP (ATSG DINCLOUD) – ISLAMABAD, PAKISTAN**

SENIOR SERVICE SUPPORT ENGINEER – 12/2020 – CURRENT

- Working on Remote Management and Monitoring Tools (Solarwinds N-Central, Kaseya)
- Provided 24*7 production support and monitoring to resolve proactive problems recognition and resolution of system and network issues.
- Working on Windows Servers and installing, configuring, troubleshooting servers, managing Active Directory
- Promptly resolving tickets of multiple clients using ServiceNow Tool
- Resolving the issues related to Microsoft 365 and its products
- Managing virtual machines using VMWare, including creating, configuring, and managing virtual machines and their resources.
- Setup the monitoring and Alerts on different windows services of Virtual Machines
- Implementing solutions for backing up and restoring servers in case of failures. (Acronis Cyber Cloud, SolarWinds Cove Data Backup, Veeam Backup)
- Managing Antivirus Solutions and SIEM tools (TrendMicro, Sophos, SentinelOne)
- Mitigating Vulnerabilities using Qualys agents and evaluating event logs
- Troubleshooting software and hardware related issues
- Craft custom scripts and Automation Policies that reduce the need for human interaction
- Use expert-level administration and optimization of hosts and servers to ensure high degree of availability and appropriate resource management

 **ZONG CM PAK LIMITED – MULTAN**

INTERN AT ZONG CM PAK LIMITED – 17/07/2017 – 16/09/2017

- Using Customer Relationship Management (CRM) Database for blocking and verifying the authentication of the subscribers using Zong services.
- Dealing with Corporate Customers Package Issues
- Provide technical assistance to on-site teams for smooth project execution.

 **NATIONAL LOGISTIC CELL (NLC) – LAHORE**

INTERN ICT NETWORK ADMINISTRATOR – 03/06/2019 – 03/08/2019

DIGITAL SKILLS

Solar Winds N Central

Sophos

Kaseya

Trend Micro

Acronis Cyber Backup

Service Now

SentinelOne

VMWare

- **ORGANISATIONAL SKILLS**

Head of FAST NASCON Lodging Team 2019

Founder member TEC, Telecom Executive Club, BZU

Captaincy of Football team in Nishtar Medical College Club Multan
