

# IKRAM KAKAR

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Kabul, Afghanistan

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IT specialist with over 10 years of professional experience in information security, networking, desktop support, **SharePoint Online**, **Microsoft 365**, and **Microsoft Power Platform** (Power Apps, Power Automate, and Power BI). Highly skilled in IT system engineering, networking, operating systems, and software. Expert in managing and configuring **Meraki appliances**, **firewalls**, and **access points**. Holds a degree in Computer Science with a major in Computer Network and Design.

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## WORK EXPERIENCE

### 1. SEPTEMBER 2020 TO NOW

**IT Manager** – Management Science For Health (MSH)- (Assistance for Families and Indigent Afghans to Thrive (AFIAT) funded by [USAID](#))

### 2. DECEMBER 2015 TO DECEMBER 2019

**ICT Specialist** -[Management Systems International \(MSI\)](#)-[TETRA TECH COMPANY](#)- (Afghanistan Reconstruction Trust Fund funded by the World Bank)

### 3. OCTOBER 2013- DECEMBER 2015

**IT Manager** – [Blumont Inc. International Relief and Development](#)-(Kandahar [Food Zone](#), (KFZ) funded by [USAID](#))

### 4. JUNE 2012- AUGUST 2012

**System Administrator** –[International Relief and Development\(IRD\)](#) - (Afghanistan Reconstruction Trust Fund funded by the World Bank)

### 5. OCTOBER 2011- JUNE 2012

**Deputy IT + Communication Manager** – [International Relief and Development \(IRD\)](#)-(Afghanistan Reconstruction Trust Fund funded by the World Bank)

### 6. JUNE 2010- SEPTEMBER 2011

**IT Specialist** – [International Relief and Development \(IRD\)](#)-(The Strategic Provincial Roads in South and East Afghanistan (SPR-SEA) funded by [USAID](#) )

### 7. MAY 2009- JUNE 2010

**IT Officer**- [International Relief and Development \(IRD\)](#)-(The Strategic Provincial Roads in South and East Afghanistan (SPR-SEA) funded by [USAID](#) )

### 8. APRIL 2006- MAY 2009

**IT Assistant**- [Swedish Committee for Afghanistan\(SCA\)](#)– Kabul Management Office

## **WORK EXPERIENCE WITH DETAILS**

**IT Manager** - Management Science for Health– (Assistance for Families and Indigent Afghans to Thrive (AFIAT) funded by USAID)

- Design, develop, and manage SharePoint document flow and approval processes.
- Manage and support SharePoint sites and Microsoft Teams sites for AFIAT.
- Provide training to staff on Microsoft 365 tools and SharePoint.
- Provide support for office meetings, conference room bookings, and IT support for workshops and events.
- Address and resolve major and urgent technical issues with LAN components, including server crashes, virus attacks, and hardware failures.
- Perform routine preventive maintenance on desktop and laptop computers, including disk scans, software updates, and troubleshooting hardware or software issues.
- Assist with maintaining IT equipment and inventory, including hardware, software, and expendable IT equipment.
- Assist in the procurement of IT equipment and supplies, including preparing technical specifications and evaluations.
- Ensure the security of the network by following security policies and reporting problems as detected.
- Design and implement WAN and LAN networks.
- Configure and set up PBX and CISCO phones.
- Manage LAN administration tasks such as creating/modifying user accounts, managing disk space, printer queues, internet connections, and updating antivirus software.
- Identify suitable vendors, negotiate prices for products and services, and ensure vendors meet contractual obligations.
- Prepare regular IT-related reports and maintain up-to-date IT inventory records in GRMS and local databases.
- Provide orientation to new users on existing technology and corporate software (SharePoint, OneDrive, MS Teams, MS Office, Office365, Zoom, Adobe, etc.).
- Assist with the preparation and dispatch of IT equipment for new staff and coordinate with the logistics unit

**ICT Specialist**- Management Systems International – (Afghanistan Reconstruction Trust Fund funded by the World Bank)

- Managed, configured, and deployed Office 365 and SharePoint Online.
- Evaluated system potential by testing the compatibility of new programs with existing programs
- Ensured IT compliance for global infrastructure services (e.g., antivirus, license management, incident management, Security, Asset Management)

- Worked with the Development, Operations and Program teams for all Grid Computing and related technology projects
- Managed and Developed SharePoint site and took care of Microsoft Team channels.
- Identifying and procuring the hardware and software

**IT Manager** – International Relief and Development – (Kandahar Food Zone funded by USAID)

- Recommended information technology strategies, policies, and procedures.
- Provided secure access to the network for remote users.
- Ensured the security of data from internal and external attacks.
- Provided users with appropriate support and advice.
- Managed crises, which may involve complex technical hardware or software problems.
- Mentored and trained new ICT support staff.

**System Administrator** – International Relief and Development- (Afghanistan Reconstruction Trust Fund funded by the World Bank)

- Recommended information technology strategies, policies, and procedures.
- Provided secure access to the network for remote users.
- Ensured the security of data from internal and external attacks.
- Provided users with appropriate support and advice.
- Managed crises, which may involve complex technical hardware or software problems.

**Deputy IT + Communication Manager- International Relief and Development-**( Afghanistan Reconstruction Trust Fund funded by the World Bank)

- Ensured IT services met organizational standards and facilitated effective utilization of IT resources by employees.
- Installed and configured Active Directory Domain Services (AD DS), maintained domain controllers, and managed Active Directory for user account creation and maintenance.
- Deployed patches and service packs across servers to ensure system stability and security.
- Installed and configured DNS and DHCP servers to manage network services and address resolution.
- Managed the technology inventory, including the procurement, maintenance, and disposal of hardware and software assets.
- Oversaw and coordinated the activities of IT staff, ensuring effective team performance and alignment with organizational goals.
- Administered and optimized IT systems, ensuring their reliability and efficiency in supporting business operations.

- Maintained a thorough understanding of organizational processes and adhered to all relevant standards and policies.

**IT Specialist** - International Relief and Development -The Strategic Provincial Roads in South and East Afghanistan (SPR-SEA) funded by USAID)

- Ensured IT services were standard, and employees utilized the IT services effectively.
- Installation and configuration of AD DS (Active Directory Domain Services).
- Deployment patches and service packs on servers.
- Maintained the domain controller and Active Directory and created a user account for users.
- Installation and Configuration of DNS and DHCP servers.
- Managed technology inventory to include procurement and disposal.
- Maintained thorough knowledge of the organization and adhered to all organizational standards

**IT Officer** – International Relief and Development -The Strategic Provincial Roads in South and East Afghanistan (SPR-SEA) funded by USAID)

- Technical and operational advice to members of staff developing - dependent projects and systems
- Identified and prioritized IT needs in each financial year.
- Managed software licensing.
- Maintained network infrastructure and architecture.
- Held workshops for staff members and introduced new and quick techniques.
- Developed and distributed updated computer software manual, Virus risk news, and computer-related information.

**IT Assistant**– Swedish Committee for Afghanistan

- Daily troubleshooting of network hardware and software.
- Installation of standard software on all computers.
- Kept and maintained inventory Records of all IT equipment.
- Managed and installed new hardware and software

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## CONSULTING SERVICES AND PROJECTS

### 1- Management Science International -AMANAT project

#### Technologies Used:

- ✓ CISCO Meraki Firewall MX64, Egnyte Cloud file storage, ReadyNAS, Microsoft 365, and SharePoint.

### 2- Network Layout and Design for International Relief and Development, KESIP Project.

#### Technologies Used:

- ✓ SonicWall Firewall, D-Link Manage Switches, CDP- Continuous Data projections, WINDOWS Server 2003, Domain Controller and File Server

### 3- International Relief and Development, -KFZ Kandahar Food Zone Startup Network Design

#### Technologies Used:

## EDUCATION

**SPRING - 2011**

**BCS - BACHELOR OF COMPUTER SCIENCE, KARDAN UNIVERSITY 2011.**

Principal areas of my studies within Computer Science included general knowledge of electronic data communication and computer Networks.

## TRAINING, LICENSES AND CERTIFICATES

- Microsoft 365 Certified: Teams Administrator Associate (MS-700) – (ID: F05S48-081499)
- Microsoft Certified System Engineer (MCSE 2003)
- MICROSOFT 365 Certified: Microsoft 365 Fundamentals (MS-900) -(ID: 6EP220-35B8D7)
- Cisco Certified Network Associate (CCNA) Routing and switching,
- A+ Hardware
- Microsoft 365 Certified: Azure Fundamentals AZ-900 -(ID: 2B91A4-45E19D)
- Fundamentals of GIS
- GIS and Database management.
- RED HAT LINUX 9.0

## MANAGEMENT CERTIFICATES

- Leadership and Management -American University of Afghanistan
- Effective remote Communication –Disaster Ready
- Remote working Tools- Disaster Ready
- Leadership and Management in Health- University of Washington

## SKILLS

**SharePoint and Microsoft 365:** Advanced Knowledge of SharePoint Online and Microsoft 365 features and tools – Expert in Microsoft Power Environments (Power Automate, Power App, and Power BI). Advanced knowledge of Microsoft Teams and MS Team tools

**Network Servers:** AD DS (Active Directory and Domain Services), DHCP (Dynamic Host Configuration), DNS (Domain Name Server), FTP (File Transfer Protocol), and DFS (Distributed File System), Print Server, Backup Server, Routing and Switching, VLANs

**Operating Systems:** Windows Servers, Windows Desktops, and Server 2003/2008 Standard and Windows Server 2012 and Linux Ubuntu server.

**Hardware:** PC (Laptop and Desktop) Routers /Switch (Linksys Wireless Routers and Access point, D- Link Devices, Firewall, PC Internal and external Devices, Printers, Scanner, Copier, Cabling System for Network and other D i g i t a l Devices, BGAN Terminal and other Remote Internet access tools.

**Data Processing:** FulcrumApp, Survey123 for ArcGIS Excel, Advance Excel, Microsoft SQL server, Orange HRM database, Waypoint Database, Jira, ODK Collect, Google Aggregate, Fulcrum and Only Office,

**Firewall:** Meraki MX Firewall, Endian Firewall Community 2.5.1, Sonic Wall, and Cyber Roam Firewall

**Web Site Development:** HTML, Dreamweaver, Fireworks. WordPress

**GSM & Wireless Technologies:** Cisco Meraki Devices, Cisco Meraki Cloud, Linksys Routers, Linksys Access Point, D-Link Router, D-Link Access Point, WiMAX, Wi-Fi, GPRS, GPS.

**Spatial Data Processing:** ArcGIS and QGIS

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**Badges Received:**

