

Muhammad Salman Shah

Infrastructure Administrator

LinkedIn: <https://www.linkedin.com/in/msalmanshah22/>

msalmanshah22@hotmail.com

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SUMMARY

Seasoned network, desktop, helpdesk, cloud professional and IoT first level engineer with over 11+ years of experience in administering and supporting IoT and network infrastructure and desktop support operations, large global networks and multi-user Windows, Linux and UNIX environments. Proficient in managing crisis management, secure backup management, security policy administration and software and application package distribution and installation.

PROFESSIONAL EXPERIENCE

8+ Years

Infrastructure Administrator
Macrosoft Inc

March 2012 – Jan 2020

Responsible for Managing Networking & Infrastructure:

- ✓ Microsoft Office 365
- ✓ OneDrive for business, SharePoint
- ✓ All Windows OS, WindowsXP / 7 / 8 / 8.1/ 10 , Server 2003 / 2008 / 2008 R2 / 2012, 2012 R2 / 2016 and 2019
- ✓ All Apple Mac OS
- ✓ All Linux OS, ubuntu, CentOS, ClearOS, RedHat, Pfsense & Zentyal support
- ✓ Responsible for Managing JIRA cloud and JIRA Help Desk Server
- ✓ FTP, SFTP & FTPS Servers & User Administration
- ✓ VPN Server & User Administration
- ✓ AWS, Azure & Google Cloud Administrator
- ✓ Microsoft Gold Partnership / Website & others online Licenses
- ✓ Firewall Services/Configuration Cisco and others
- ✓ Skype for Business, Microsoft Intune and Microsoft Team
- ✓ OneCloud / OneCloud file sharing solution
- ✓ Cisco IP phone, Cisco Firewall and Cisco switches configuration
- ✓ Atlassian JIRA Confluence and Jira Service Desk
- ✓ Zabbix and Libre network Monitoring
- ✓ Hyper-V, VMware workstation, Oracle Virtual Box, VMware ESXi & KVM
- ✓ Docker Container
- ✓ Bitdefender, Macfee, Node, Avast, kaspersky , Nortorn, Comodo, AVG, trend Micro and ESET Antivirus
- ✓ Responsible for Managing DHCP, DNS and AC DC
- ✓ Providing Users access to the required shared data / applications / network / Virtual Networks & Internet services
- ✓ Servers / Desktops and Network Resources & Internet Gateway
- ✓ Building, deploying and troubleshooting Server, Router, WIFI Router, Printer, Scanner, Laptop, Mobile, Tablet and other network devices
- ✓ Identifies diagnosis and resolves problem for users of the Server, Personal Computer software and hardware, District network, Internet and new computer technology. Communicates solutions to end-users.
- ✓ Helps install local area network cabling systems and equipment such as Network interface cards, Routers and Switches.

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- ✓ Install and Configure ALL type of Printers, Scanners, Postal Stamps and Fax Machines
 - ✓ Having direct contact and communication with the other Branches and Head Office on global basis.
 - ✓ Software Technical Support to Central region users by telephonic conversation, VNC, Team Viewer, WebEx, Join me, Go to Meeting Skype and Skype For Business.
 - ✓ Responsible to maintain computer, Softwares Licenses, Antiviruses inventory
 - ✓ Vendors Coordination and SLA Sing On
 - ✓ Hardware assessment, purchasing and Installation
 - ✓ Good knowledge of network technologies, always ready to provide immediate support to minimize any problem that may arise in future
 - ✓ Leading Onshore and Offshore Network Department
 - ✓ Provided 24x7 support to Onshore and Offshore teams during business-critical operations
 - ✓ Managed backup and recovery for business-critical applications, databases and servers

Internet of Thing (IoT):

- ✓ IoT Device Provisioning, initial device research, understanding complete ins and outs of each IoT device and its components, configure & setup each component, deployment of the devices on site.
- ✓ IoT Gateways are major component in the IoT pipeline, all device communication happens in Gateways. I am responsible to established initial configuration of Gateways to start communicating with IoT devices. Test each device and their data based on specs received from vendors.
- ✓ Communicate with vendors for any issue arrives while doing rigorous testing and make sure it gets resolve within SLA.
- ✓ Established IoT devices communication and Integration with Cloud (AWS)
- ✓ Complete end-to-end testing of IoT devices connectivity and data flow.

2 years 3 months

Network Engineer

January 2010 - March 2012

Macrosoft Inc

- ✓ Responsible for Managing Servers / Desktops and Network Resources
- ✓ Managing Internet Gateway & Firewall Services
- ✓ Responsible for Managing FTP, SFTP & FTPS Servers & User Administration
- ✓ Responsible for Managing VPN Server & User Administration
- ✓ Responsible for Managing DHCP, DNS and AC DC
- ✓ Providing Users access to the required shared data / applications / network / Virtual Networks & Internet services
- ✓ Responsible for Managing Microsoft Development Toolkit
- ✓ Identifies diagnosis and resolves problem for users of the Server, Personal Computer software and hardware, District network, Internet and new computer technology. Communicates solutions to end-users.
- ✓ Responsible for Managing Microsoft System Center Configuration Manager
- ✓ Helps install local area network cabling systems and equipment such as Network interface cards, Routers and Switches.
- ✓ Having direct contact and communication with the other Branches and Head Office on global basis.
- ✓ Software Technical Support to Central region users by telephonic conversation, VNC, Team Viewer, WebEx, Skype

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- ✓ Designed network layout for new office infrastructure
 - ✓ Migrated old office network infrastructure to new office. Designed and installed the network cabling throughout the office.
 - ✓ Configured CISCO network switches

1 year 3 months

Hardware and Network Assistant Macrosoft Inc

October 2008 - December 2009

- ✓ Hardware assessment, assembling, purchasing and Installation
- ✓ Identifies diagnosis and resolves problem for users of the Server, Personal Computer software and hardware, District network, Internet and new computer technology. Communicates solutions to end-users.
- ✓ Helps install local area network cabling systems and equipment such as Network interface cards, Routers and Switches.
- ✓ Responsible to maintain computer, Software's Licenses, Antiviruses inventory
- ✓ Vendors Coordination and SLA Sing On
- ✓ Hardware assessment, purchasing and Installation
- ✓ Good knowledge of network technologies, always ready to provide immediate support to minimize any problem that may arise in future

PROFESSIONAL SKILLS

Technical Skills		Skill Detail
Infrastructure Administration	Domain / Infrastructure Services	<ul style="list-style-type: none">✓ Microsoft Windows XP, 7, 8, 8.1, 10✓ Linux Servers✓ Microsoft Windows Server 2003, 2003 R2, 2008, 2008 R2 & 2012, 2012 R2, 2016, 2019 Domain Services.✓ DNS & DHCP Services Administration (2003 / 2008 / 2012 / 2016 / 2019)✓ VPN / OpenVPN/ CiscoVPN✓ FTP / SFTP / FTPS✓ One & Own Cloud (File Sharing Solution)✓ Zabbix Network Server Monitoring Tool
	Security Services	<ul style="list-style-type: none">✓ Microsoft Security Essentials/ kaspersky endpoint security / McAfee security / Avast / Comodo / Symantec / Trend Micro /BitDefender Cloud / Antivirus Server✓ Managing and Monitoring Backups & Disaster Recovery Plans and with Windows & CA Backup Software.
	Gateway Services	<ul style="list-style-type: none">✓ Microsoft ISA Server 2004 / 2006 Server.✓ Zentyal SBS Linux Gateway Server✓ pfSense Linux Firewall Server✓ ClearOS Linux Gateway Server✓ Windows and Linux Base Gateway Server

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	Deployment Services	<ul style="list-style-type: none">✓ Microsoft Development Toolkit✓ Microsoft System Center Configuration Manager✓ Norton Ghost Image Service.✓ Acronis True Image✓ Herion Boot✓ GFI web monitor software for block unofficial web site/services for virus security
Messaging Administration	E-Mail and Mobile Services	<ul style="list-style-type: none">✓ Exchange (2003 / 2007 / 2010 / Office365)✓ Office 365 Administration (Microsoft Certified)✓ MDAemon Mail Server✓ Administration of IBM Lotus Notes Domino Server 6.5.x for Lotus Notes Client.✓ Blackberry Enterprise Server 4.x with Domino / Exchange 2003
Virtualization Manager	VMware, VMPlayer	✓ Microsoft Hyper-V Server (Installation, Configuration, Backup & Administration)
	Hyper-V	✓ VMware ESX Server 5.x (Installation, Configuration, Backup & Administration)
	Oracle VM VirtualBox	✓ Oracle VM VirtualBox 4.x (Installation, Configuration, Backup & Administration)
Cloud	Cloud	<ul style="list-style-type: none">✓ Office 365 Administration✓ AWS Administration✓ Azure Administration✓ Google Cloud✓ JIRA Administrator✓ Website & Website DNS record Manage Administrator✓ OneDrive for business Administrator✓ SharePoint Administrator✓ WebEx Administration✓ Bitdefender Antivirus Cloud Administrator
Firewall, Routing & Switching	Firewall, Routers & Switches	<ul style="list-style-type: none">✓ Cisco 515e / 5505 /5506 / 5510 Firewall Administrator✓ Windows Firewall✓ Cisco 2900 / 3500 Series Switches 1st Level Configuration.✓ Cisco IP Phones Administration
Devices	Tablet / Android / iOS/IoT	<ul style="list-style-type: none">✓ All Tablets / Android Mobile / iOS Mobile / IoT Gateways, Devices and Sensors
Desktop Support	Software's	<ul style="list-style-type: none">✓ Microsoft Client-Side Products Installation.✓ Microsoft and Linux OS Installation✓ Microsoft Server Services Installation & Configurations (Domain, E-Mail Servers, Hypervisor, Proxy & Gateway, System Center Manager Etc.)✓ Installations and Configurations of Database Servers (MS / Oracle)✓ Troubleshooting of Microsoft Windows Clients & Support to Local / Shared and Network Users.✓ Configurations and Manage FTP / FTPS/ SFTP✓ Configurations and Manage Dropbox Solution(file sharing)

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		<ul style="list-style-type: none">✓ Configurations and Manage Network Server Monitoring Solution (Zabbix)✓ Configurations and Manage SQL/ SVN / TFS Server✓ Installations and Configurations penetration and vulnerability testing initial level
	Network / Hardware	<ul style="list-style-type: none">✓ Network Connectivity Troubleshooting✓ Structured Cabling (Strait Through, Cross Over & Roll Over)✓ Re-Engineering of Local Area Networks✓ Evaluation of User's request for new hardware and Planning of hardware services.✓ All desktop/Laptop assembling✓ Hard drive maintenance✓ Troubleshooting and resolve all type of desktop/printer/Internet/laptop's hardware issue

PROJECTS

Internal	Achieved (Macrosoft Pakistan)	Network Infrastructure Engineering Evaluation, Proposing & Managing of Network Nodes in New Office with completely new infrastructure requirements for up to 200 Network nodes & PABX along with centralized Uninterrupted Power Supply (UPS).
		Virtualization Infrastructure Server (VIS) Evaluation, Installation & Managing of VMware ESX Server for ADC, File Server, Antivirus Server, WSUS, SharePoint, MS SQL, Oracle & Application Services on VMware ESX Server
		Helpdesk System Evaluate and deployed OP Manage Engine Helpdesk Plus for internal users Evaluate and deployed JIRA Helpdesk for internal users
	Achieved (Macrosoft USA)	Network Infrastructure Engineering Evaluation, Proposing & Managing of Network Nodes in Office with completely new infrastructure Created Infrastructure in Datacenter & setup server from Head office to Datacenter
		Helpdesk System Evaluate and deployed JIRA Help Desk System for Macrosoft (onshore & offshore).
		File Sharing System Evaluate and deployed OneCloud filessharing System for Macrosoft (onshore & offshore)
		Server Monitoring System Evaluate and deployed Zabbix Server Monitoring System for Macrosoft (onshore & cloud)

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		Disaster and Recovery Evaluate and deployed automatic disaster and recovery solution for Macrosoft (onshore & offshore)
		Git Server Evaluate and deployed Bonobo Git Server for Macrosoft (onshore & offshore)

QUALIFICATION / CERTIFICATION/DIPLOMA

Degree, Diploma and Certificate	Institute
Bachelor of Computer Sciences	Institute of Management Sciences (PakAims) Lahore, Pakistan
Diploma in Telecommunication and Networking (1 year)	Skill Development Council
Certificate of MS Windows Server Infrastructure 2008 R2 (6 month)	Skill Development Council
Certificate of Completion (Azure)	Microsoft Virtual Academy
Certificate of Completion (Google Cloud)	Google
Certificate of MTA: Cloud Fundamentals (Office365, OneDrive for Business, SharePoint and Skype for Business)	Microsoft

Awards:

Professional Awards:

- ✓ **Macrosoft's Excellence award:** two time I received excellence award of the Year for providing outstanding and trouble-free services to company users. Network / Server resources were managed for High availability and provided 99.99% uptime.

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