

Mubashir Nazeer

IT Support Executive | Systems & Network Administration

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Professional Summary

Results-driven **IT Support Executive** with hands-on experience in **enterprise IT infrastructure, system administration, networking, cybersecurity, and end-user support**. Proven ability to manage **Microsoft 365, Windows/Linux servers, Active Directory, Azure, VMware, and enterprise networking environments**. Adept at troubleshooting complex technical issues, maintaining high system availability, and supporting business continuity. Seeking opportunities with **national and international organizations** to contribute technical expertise and grow within a dynamic IT environment.

Skills

Core Technical Skills

IT Support & Service Desk Operations | Microsoft 365 (Exchange, Teams, SharePoint, OneDrive) | Windows Server 2012 / 2019 / 2022 | Active Directory & Group Policy | Azure Fundamentals | VMware, ESXi, Virtualization | LAN / WAN / WLAN Infrastructure | Routers, Switches, Firewalls, ONTs | Ruckus Wireless Access Points & Controllers | Endpoint Detection & Response (EDR) | Network Monitoring Tools (PRTG) | Cybersecurity & Access Controls | Hardware Troubleshooting & Diagnostics | Data Center Operations & Asset Management | CCTV Systems & Cabling

Soft Skills

Problem Solving | Analytical Thinking | Communication Skills | Team Collaboration | Time Management | Adaptability | Customer-Focused Support | Attention to Detail

Professional Experience

IT Support Executive

Nishat Hotels and Properties Limited — Lahore, Pakistan

October 2024 – Present

- Administer and maintain **Microsoft 365 environment for 300+ users**, including Exchange Online, Teams, SharePoint, and OneDrive.
- Manage and monitor **20+ Windows and Linux servers**, achieving **99.9% system uptime**.
- Deploy and troubleshoot **Endpoint Detection & Response (EDR)** solutions, reducing security incidents by **~30%**.
- Configure and maintain **enterprise Wi-Fi infrastructure with 50+ Ruckus access points** across multiple locations.
- Manage **LAN/WAN infrastructure** (switches, routers, firewalls, ONTs), supporting **24/7 business operations**.
- Perform proactive monitoring, patching, and backups, reducing **unplanned downtime by 25%**.
- Resolve hardware and software issues, improving **average ticket resolution time by 20%**.
- Support **data center operations** and manage **IT asset inventory for 500+ devices**.
- Implement cybersecurity controls including antivirus policies, access management, and firewall rules.
- Provide end-user technical support with **95%+ user satisfaction rate**.

Internships

Artificial Intelligence Intern

CodSoft — *November 2023 – December 2023*

- Developed **face detection and recognition** systems using Python.
- Built **recommendation systems** and rule-based chatbots.
- Designed AI-based games including **Tic-Tac-Toe AI**.

Networking Intern

Lalpir & Pakgen Power Ltd — *July 2023 – August 2023*

- Gained hands-on exposure to **servers, firewalls, and enterprise networking**.
- Learned internet service distribution within a **power plant and housing community**.
- Assisted in troubleshooting **network connectivity and data transmission issues** on-site.

Education

Bachelor of Science in Computer Science

NFC Institute of Engineering & Technology — Multan, Pakistan

October 2020 – August 2024

Intermediate (Higher Secondary Education)

Govt. College Karam Dad — Muzaffargarh, Pakistan

September 2018 – August 2020

Matriculation

Bloom Field Hall School, Lalpir Thermal — Muzaffargarh, Pakistan

August 2016 – August 2018

Academic & Technical Projects

- **Final Year Project – “Rise of the Dead”:** 3D survival game developed using **Unity**.
- **Face Detection & Recognition System:** Python-based solution using camera input.
- **Game Development Projects:** Coin Collecting Game and Flappy Bird (Unity).
- **Web Development Projects:** E-commerce website (HTML, CSS) and Blog website (WordPress).

Certifications

- Cisco **CCNA 200-301 – Networking Basics**
- Microsoft Certified Systems Engineer (**MCSE**)
- Introduction to Game Development (Unity)
- Beyond Commit: Git, GitHub & Copilot Challenge
- Master Python Web Scraping & Automation (BS4 & Selenium)
- NumPy, SciPy, Matplotlib & Pandas for Machine Learning

Languages

- **Urdu** – Native
- **English** – Full Professional Proficiency (C2)