

SAAD ALAM

IT ADMINISTRATOR | IT SUPPORT ANALYST |
IT DEPLOYMENT COORDINATOR

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 FÜRSTENWALDE/SPREE, BRANDENBURG, DEUTSCHLAND.

CAREER GOAL

Detail-oriented IT professional with **3 years of experience** in IT support, system administration, and deployment coordination. Proven ability to support large user environments, manage IT assets, and deliver smooth hardware and software rollouts. Strong communicator with excellent problem-solving skills, capable of working independently and collaboratively in fast-paced IT environments. Seeking to grow into a leadership role within IT operations or infrastructure teams.

SPECIALIST FOCUS

- Windows & macOS Troubleshooting
- Microsoft 365 Administration
- Active Directory (User & Group Management)
- Software & Hardware Deployment
- Remote Support Tools (RDP, TeamViewer, Any Desk)
- Network Fundamentals (LAN/WAN, Wi-Fi, DNS, DHCP, IP Addressing)
- Password policies and resets.
- Printer & Peripheral Setup
- IT Asset & Inventory Management
- Outlook & Email Troubleshooting
- Basic Switch & Router Configuration
- Incident & Ticket Handling
- Documentation & Deployment Checklists

EDUCATION

M.Sc. INFORMATION TECHNOLOGY MANAGEMENT BERLIN SCHOOL OF BUSINESS AND INNOVATION.

BERLIN, DEUTSCHLAND.

- **FOCUS:** IT-Project Management, Machine Learning, System Engineering.

OCTOBER 2023 - SEPTEMBER 2025.

B.S. COMPUTER SCIENCE IQRA UNIVERSITY.

KARACHI, PAKISTAN.

- **FOCUS:** Programming, Software Engineering, Database Management System.

SEPTEMBER 2015 - NOVEMBER 2020.

ACADEMIC PROJECT / RESEARCH

MASTER THESIS: "INTEGRATING DATA ANALYTICS AND CYBERSECURITY TO OPTIMIZE IT PROJECT MANAGEMENT RISK ASSESSMENTS".

- Applied data analytics techniques to identify, assess, and prioritize risks across IT project lifecycles.
- Integrated cybersecurity controls into project risk frameworks to reduce operational, technical, and compliance risks.
- Developed analytics-driven risk heatmaps and mitigation strategies to support informed project decision-making.
- Evaluated the impact of resource allocation and security planning on project delivery timelines and outcomes.
- **FOCUS:** IT Project Management, Risk Assessment, Data Analytics, Cybersecurity, Risk Mitigation, Stakeholder Decision-Making.

PROFESSIONAL EXPERIENCE

IT SUPPORT ANALYST - IBEX GLOBAL TECH.

KARACHI, PAKISTAN.

- Provided **Level 1 and Level 2 technical support** to **200+** end users in Windows and Microsoft 365 environments.
- Resolved an average of **25–35 support tickets per day**, achieving an estimated **85% first-contact resolution rate**.
- Administered **500+ Active Directory user accounts**, including account creation, password resets, group membership, and access permissions.
- Reduced average **ticket resolution time by approximately 20%** through structured troubleshooting and effective end-user communication.
- Performed **100+ laptop imaging and deployment activities**, including OS installation, software configuration, and peripheral setup.
- Delivered remote support using **RDP, TeamViewer, and Any Desk**, contributing to a **30% reduction in system downtime**.
- Maintained and updated IT asset inventory for **300+ devices**, including laptops, desktops, printers, and network equipment.

JANUARY 2020 - MARCH 2023.

IT DEPLOYMENT COORDINATOR - STEPS POINT.

- Coordinated **10+ IT deployment projects** supporting **150+ end users**, including hardware rollouts and software installations.
- Planned and executed system deployments with a **95% on-time completion rate**.
- Developed structured deployment schedules, reducing **business disruption by approximately 25%**.
- Managed and tracked **200+ IT assets**, including serial numbers, deployment status, and user assignments.
- Collaborated with IT teams, end users, and external vendors to ensure smooth and efficient rollout processes.
- Created **20+ deployment documents**, including checklists, user guides, and post-deployment reports.
- Ensured compliance with internal IT standards and security policies throughout all deployment phases.

KARACHI, PAKISTAN.

DECEMBER 2020 - FEBRUARY 2023.

SOFT SKILLS

- Strong Problem-Solving & Analytical Thinking
- Excellent Verbal & Written Communication
- Time Management & Task Prioritization
- Stakeholder & End-User Support
- Team Collaboration & Cross-Functional Coordination.
- Adaptability in Fast-Paced Environments
- Attention to Detail
- Customer-Focused Mindset
- Ability to Work Under Pressure

ADDITION INFORMATION

❖ LANGUAGES:

- GERMAN - A2.
- ENGLISH - B2.
- URDU - C2.

❖ CERTIFICATES:

- WORDPRESS DEVELOPER (WEB DEVELOPER'S ACADEMY, MARCH 2021).
- MOBILE APPLICATION DEVELOPER (NED UNIVERSITY, AUGUST 2020).
- SOFTWARE ENGINEERING & JAVA (NED UNIVERSITY, FEBRUARY 2020).

❖ PROJECT: PROFESSIONAL CONNECT – FINAL YEAR PROJECT

- Designed and developed a professional networking website.
- Applied web development best practices and user-focused design principles.