

# SAAD ALAM

IT ADMINISTRATOR | IT SUPPORT ANALYST | IT DEPLOYMENT COORDINATOR

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## CAREER GOAL

Motivated IT professional with 2.5 years of hands-on experience as an IT Administrator, Support Analyst, and Deployment Coordinator. Seeking to leverage strong technical support, systems administration, and coordination skills in a dynamic IT environment. Eager to grow into a leadership role by contributing to high-impact IT operations, infrastructure projects, and service improvement initiatives.

## SPECIALIST FOCUS

- Windows/Mac OS troubleshooting
- Software deployment
- Printer/network setup
- Remote tools (TeamViewer, RDP, Any Desk)
- IP addressing, DNS, DHCP.
- Basic switch/router setup
- LAN/WAN/Wi-Fi troubleshooting.
- Password policies and resets.
- Following deployment checklists
- User & license management (Admin Centre)
- Outlook troubleshooting.

## PROFESSIONAL EXPERIENCE

### IT SUPPORT ANALYST, IBEX GLOBAL TECH.

- Delivered Level 1 and Level 2 technical support for 200+ end users, resolving hardware, software, network, and account-related issues in a mixed Windows and Microsoft 365 environment.
- Supported Active Directory tasks, including user account creation, password resets, group membership updates, and profile permissions management.
- Assisted in system and software deployments across the company, including laptop imaging, application installations, and peripheral setup.
- Managed and tracked IT assets (laptops, desktops, printers, network equipment) using Excel and internal inventory tools.

KARACHI, PAKISTAN.

JANUAR 2020 – MARCH 2023.

### IT DEPLOYMENT COORDINATOR, STEPS POINT.

- Coordinated deployment projects involving hardware rollouts, software installations, and system upgrades for over 150 end users, ensuring minimal disruption to daily operations.
- Developed detailed deployment schedules and communicated timelines effectively with stakeholders, end users, and vendors.
- Managed IT asset inventory, tracking device status, serial numbers, and deployment progress using Excel and internal tools.
- Created and maintained comprehensive deployment documentation, including checklists, user guides, and post-deployment reports.

KARACHI, PAKISTAN.

DEC 2020 – FEB 2023.

## EDUCATION

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

BERLIN, DEUTSCHLAND.

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

OKTOBER 2023 – SEPTEMBER 2025.

### B.S. COMPUTER SCIENCE IQRA UNIVERSITY.

KARACHI, PAKISTAN.

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

SEPTEMBER 2015 – NOVEMBER 2020.

## ADDITION INFORMATION

- **LANGUAGES:** DEUTSCH – A2, ENGLISCH – B2, URDU – C2.
- **CERTIFICATES:** WordPress-DEVELOPER (WEB DEVELOPER'S ACADEMY, MARCH 2021), Mobile App DEVELOPER (NED UNIVERSITY, AUG 2020), Software Engineering & Java (NED UNIVERSITY, FEB 2020).
- **PROJECT:** Professional Connect – Abschlussprojekt (Website-Entwicklung) **PLACE:** KARACHI, PAKISTAN.