ABDULLAH JADOON

Personal

Address
15 b , block 10/a , gulshan e iqbal
74800 Karachi

Phone number
+923260726238

Email
abdullahjadoon75@gmail.com

Website
https://github.com/abdullahjadoon34/

LinkedIn
https://www.linkedin.com/in/abdullah-k-jadoon/

Senior IT Support Officer with a proven track record in managing and securing critical healthcare IT infrastructure. A Gold Medalist and Cum Laude graduate skilled in system administration, end-user support, and implementing robust security protocols. Brings additional value through hands-on experience in cybersecurity vulnerability research.

Work experience

Senior IT Support Officer
Aug 2025 - Present
Patient's Aid Foundation (Jinnah Hospital, Karachi

• Manage the installation, configuration, and maintenance of critical servers, ensuring a secure and highly available infrastructure for hospital operations
• Implement and enforce IT security protocols and patch management strategies, safeguarding sensitive patient data and ensuring compliance
• Lead the software deployment lifecycle; conduct User Acceptance Testing (UAT), coordinate rollouts, and provide end-user training
• Serve as the primary point of contact for vendor management, coordinating hardware/software upgrades and support
Key Project: Critical Infrastructure Migration
• Led the secure end-to-end migration of all patient data and critical applications from a legacy virtual machine to a new physical server environment
• Imaged, deployed, and configured the new server from the ground up, ensuring high availability and zero data loss throughout the process
• Successfully executed the migration with minimal downtime, preventing disruption to critical hospital operations

IT Support Officer
May 2024 - Aug 2025
Patient's Aid Foundation (Jinnah Hospital), Karachi

·   Provided daily IT support, resolving a high volume of tickets related to software, hardware, and peripheral issues
·   Managed database backups, queries, and reporting for hospital information systems
·   Performed routine system maintenance, updates, and patch management to enhance security and performance
·   Collaborated with cross-functional teams to maintain IT infrastructure stability
Key Project: Secure Application Hosting & Deployment
·   Managed the end-to-end deployment of the hospital's critical E-reports application from vendor-provided code to a live production environment
·   Spearheaded the hosting setup by procuring the domain, configuring the BlueHost server, and setting up Microsoft IIS for application hosting
·   Enhanced data security by implementing HTTPS protocol through the installation and configuration of a valid SSL certificate, ensuring secure external access

Freelance Bug Bounty Researcher | Part-time
Aug 2022 - Present
SELF, Karachi

• Participate in bug bounty programs to identify and report security vulnerabilities in web applications
• Apply knowledge of common web vulnerabilities (OWASP Top 10) and use tools like Burp Suite and Kali Linux

MERN Stack Developer Intern
Sep 2021 - Dec 2021
isTech LLC, Karachi

·   Contributed to the development of web applications using the MERN stack
·   Gained experience in front-end and back-end development processes

Education and Qualifications

Bachelor of Information Technology (BSIT)
Sep 2018 - Sep 2022
Bahria University, Karachi

CGPA: 3.68 | Gold Medalist, Cum Laude Graduate

Skills

· IT Support & Administration: System & Server Management, Hardware/Software Troubleshooting, Helpdesk Support, Patch Management, User Training, Technical Documentation, Database Backups
· Security Practices: Vulnerability Assessment, Penetration Testing Basics, OWASP Top 10, OPSWAT MetaDefender, Ethical Hacking Principles
· Web & Development: Basic Understanding of MERN Stack (MongoDB, Express.js, React, Node.js), JavaScript, HTML, CSS
· Networking: IP Configuration, Basic Network Troubleshooting

Projects

bbdash – Bug Bounty Dashboard Toolkit | 2023 – Present
• Developed an automated toolkit for Kali Linux to streamline the bug bounty process, featuring reconnaissance, vulnerability scanning, and automated report generation
React.js Web Application | isTech LLC Internship | 2021
• Designed and built a client-facing web application using React.js and Node.js with an integrated contact form and email module

Certifications

· ISO/IEC 27001 Information Security Associate (2024)
· OPSWAT File Security Associate (OFSA) (2023)
· Cyber Security: White-Hat Ethical Hacking (2022)