



# Hanbal Masood

## System & Network Administrator

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Dubai, UAE

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Experienced IT professional adept at administration and management. Skilled in technology implementation, project leadership, and user satisfaction.

## WORK EXPERIENCE

### Network Administrator BreakThru

01/2017 - 04/2023

Karachi, Pakistan

Apex Chat is a leading provider of live chat software solutions for businesses.

#### Achievements/Tasks

- Managed IT infrastructure, optimizing performance and availability.
- Implemented security measures to safeguard network and data.
- Conducted system audits and addressed security risks.
- Assisted in server upgrades and migrations.
- Provided timely technical support to end-users.
- Implemented backup and disaster recovery strategies.
- Conducted training sessions to enhance productivity.
- Evaluated emerging technologies for operational efficiency.

Contact : Abdul Manan IT Head - +92 346 2880460

### IT Support Technician FARIYA Networks (Pvt.) Ltd

08/2016 - 12/2017

Karachi, Pakistan

A prominent internet service provider delivering reliable connectivity solutions.

#### Achievements/Tasks

- Provide technical assistance and support to end-users.
- Troubleshoot hardware and software issues
- Maintain computer systems and networks.
- Install, configure, and troubleshoot IT equipment.
- Maintain accurate records of IT support activities.

Contact : Kunwar Khalid Product Manager - +92 3353636565

## EDUCATION

### Bachelors of Science in Computer Science (BSCS)

University of Karachi

10/2016 - 04/2020

### Cyber Security

IBA Karachi

04/2020 - 03/2021

### B-Tech

DADABHOY Institute

03/2014 - 09/2016

## SKILLS

Technology Implementation

Infrastructure Management

Network Monitoring

Endpoint Security

Project Management

Virtualization

Compliance Management

Emerging Technologies

## PERSONAL PROJECTS

IT Consultancy at Dynamic Engineering & Automation  
(02/2023 - 05/2023)

- Provided network deployment consultancy to the firm, improving their network structure.

Network Deployment at TechCuber Solutions  
(10/2022 - 12/2022)

- Consulted and improved network structure of the company through effective deployment.

## ACHIEVEMENTS

Implemented Google Workspace Suite  
(04/2020 - Present)

Implemented Google Workspace, administering 400+ employee office environment.

Introduced JIRA Service Management  
(03/2022 - Present)

Introduced JIRA for improved project management and collaboration.

Achievement Name

## LANGUAGES

English  
Full Professional Proficiency

Hindi  
Full Professional Proficiency

Urdu  
Full Professional Proficiency

Language  
Full Professional Proficiency

## INTERESTS

Technology

Travel

Food

Fitness

Music

Movies

Football

Gaming