

Ali Raza

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Summary

Dedicated network security professional with a proven track record in designing and safeguarding network infrastructures. As a Microsoft Learn Student Ambassador, played a key role in fostering a collaborative tech community and mentoring over 50 students, helping them develop practical technical and professional skills. Proficient in network security, cloud platforms, and troubleshooting complex systems, with hands-on experience in deploying secure and efficient network solutions. Successfully enhanced network reliability and streamlined operations by implementing robust security protocols and proactive issue resolution. Eager to contribute innovative solutions and technical expertise to support organizational growth and resilience.

Experience

Network Support Engineer

IMARAT

Islamabad, ICT 09/2025 – Current

- Plan, deploy, and maintain reliable network infrastructure across multiple office locations, ensuring seamless connectivity and uptime.
- Configure and manage enterprise-grade hardware including Cisco PoE switches, UniFi Access Points, USG Pro 4 gateways, and FortiGate Next-Gen Firewalls to deliver secure and scalable networks.
- Implement network security best practices to safeguard against threats and ensure compliance with organizational standards.
- Design and optimize UniFi Wi-Fi solutions for high-density environments, improving wireless coverage and performance.
- Monitor, analyze, and troubleshoot network performance to minimize downtime and enhance the end-user experience.
- Collaborate with IT and operations teams to align network deployments with business growth, scalability, and operational goals.
- Document network topologies, policies, and procedures to support knowledge sharing and future planning.

Information Technology Intern

Graana.com

Lahore, Punjab 07/2025 – 9/2025

- Troubleshoot hardware, software, and network issues for end-user devices, ensuring minimal downtime.
- Monitor and maintain network performance to support uninterrupted business operations.
- Configure and manage Ubiquiti USG, firewall policies, and secure access controls.
- Handle help desk tickets, diagnose issues, and provide timely technical resolutions.
- Support biometric device operations, including remote enrollment and integration.
- Assist in IT infrastructure maintenance and system performance optimization.
- Implement and manage QoS (Quality of Service) settings for efficient bandwidth allocation and optimal internet speeds.

IT Support & System Admin

Khired Networks

Lahore, Punjab 06/2025 – 07/2025

- Managed and resolved IT support tickets using the IT Asset Management (ITAM) system, ensuring timely issue tracking and resolution.
- Provided hands-on technical support for end-user computing devices, including laptops, desktops, and peripheral equipment.
- Diagnosed and troubleshoot hardware, software, and network connectivity issues across Windows-based environments.
- Collaborated with the IT team to maintain system uptime, support infrastructure reliability, and streamline daily operations.

Network Operations Center Intern

Nadra

Peshawar, KPK 07/2024 – 08/2024

- Successfully deployed and configured network infrastructure for NADRA's new facility, achieving a 100% connectivity rate during setup.
- Conducted testing and troubleshooting of network components, maintaining an operational uptime of 99.9% throughout the internship.
- Designed and organized network racks and cabling, optimizing space utilization by 30% and ensuring compliance with industry standards.
- Configured and troubleshooted routers, switches, and firewalls, resulting in a 15% improvement in network security and performance metrics.
- Provided end-user support to over 30 users, resolving network access issues with a 95% satisfaction rate in troubleshooting response.

Volunteer Experience

Microsoft Learn Student Ambassador

Microsoft

Peshawar, KPK 10/2024 – 04/2025

- Mentored over 50 students, leading to a 40% increase in student engagement in technical workshops.
- Organized 10+ workshops and webinars, fostering a collaborative tech community that resulted in 80% attendee satisfaction.
- Promoted Microsoft technologies, enhancing awareness through interactive learning experiences that attracted 150+ participants.
- Collaborated with global student ambassadors and industry experts, sharing knowledge and best practices.

Education

Bachelor of Science	<u>University of Agriculture</u>	<i>Peshawar, KPK</i>	11/2021 – 06/2025
<ul style="list-style-type: none">• Major in Computer Science			

Skills

- TCP/IP | Routing Protocols (IGP & EGP) | Switching | Network Security | High Availability | Troubleshooting | Layer 3 VPN (MPLS)
- Azure | Aws | Cloud Computing | Virtualization | VMware vSphere | Windows Servers | Backup | Microsoft 365
- Linux | Shell Scripting | USG PRO 4 | Fortigate NextGen Firewall | Palo Alto Firewall

Training

Cyber Security	<u>Corvit Systems Peshawar</u>	<i>Peshawar, KPK</i>	03/2024 - 06/2024
<ul style="list-style-type: none">• Focus Areas: Network Security, Ethical Hacking, Threat Detection, Risk Management, Security Protocols			
Cloud Computing	<u>Corvit Systems Peshawar</u>	<i>Peshawar, KPK</i>	05/2023 - 12/2023
<ul style="list-style-type: none">• Focus Areas: AWS, Azure, Windows Server Administration, VMware vSphere			
Networking	<u>Corvit Systems Peshawar</u>	<i>Peshawar, KPK</i>	05/2023 - 09/2023
<ul style="list-style-type: none">• Focus Areas: CCNA, CCNP Routing and Switching			