

MUHAMMAD AWAIS

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Born on January 31, 1992 – LinkedIn: <https://www.linkedin.com/in/muhammad-awais-296b9669/>

Information Technology Specialist | Project Management | Network Management | Firewalls | Network Administration | Network Design Specialist | System Administrator | Data Center | Server Hardware | IT Infrastructure | | Microsoft 365, Azure, AWS Solution Arch | ISO 27001, NOC, EOC Expert | Wireless Networks Design & Deployment (HF, VHF, UHF) CCNA, CCNP Encore, FortiGate, Sophos, Cisco ASA

Information Technology Specialist with 10 years of hands-on experience across Telecommunication/ISP, Higher Education, Humanitarian organizations (Pakistan Red Crescent), and IT/software sectors. Skilled in Project Management and ICT Operations, with expertise in IT policy development, network monitoring, and infrastructure management. Seeking to contribute to a dynamic, growth-oriented company by leveraging technical and leadership skills. Pro in **Microsoft 365, Google G-suite Administration** & User Management, ICT Project Management. A dynamic community activist. Bilingual: Fluent in Urdu & English (speaking, listening and writing).

Education: **M.Phil. Project Management & BS Hons in Telecommunication & Networking.**

Certifications

- Cisco Certified Network Professional (CCNP) – ENCOR 350-401
- Fortinet NSE
- Sophos Certified
- OCAC Organizational Capacity Assessment & Certification (OCAC)
- AWS Solution Architecture

Achievement Relevant to Assignment

IT Team Lead – Walee Technologies

- Led design, development, and deployment of IT infrastructure projects for Islamabad and Lahore offices, covering LAN/WAN, IP surveillance (CCTV), VoIP, conference room systems, and a digital streaming studio.
- Conducted R&D, and successfully established the Operations Centre for live digital streaming of **Pakistan Super League (PSL) Season 9**, including satellite link setup, FortiADC configuration, and end-to-end integration of network and broadcast technologies.
- Developed the Master IT Plan to guide infrastructure rollouts, ensuring smooth transition and high availability of services across both locations

Head of IT – Pakistan Red Crescent Society (NHQ Islamabad)

- Successfully led the nationwide deployment of Microsoft 365 for NHQ and all provincial branches, optimizing collaboration and productivity.
- Designed and established a centralized Data Centre at NHQ for mission-critical services.
- Directed the upgrade of the organization's enterprise network infrastructure, enhancing performance and scalability.
- Managed the procurement and integration of a GPS-based Vehicle Tracking System with the central control room.
- Planned and oversaw the VHF (Motorola) communication system deployment across Islamabad and 15 districts of Sindh.

Assistant Manager IT/Networks – HITEC Institute of Medical Sciences

- Planned and executed campus-wide LAN infrastructure supporting 1200+ users.
- Led the development and deployment of HIMS (Hospital Information Management System) for a 300-bed hospital.
- Implemented the HEC Digital Library and launched the MARKS online examination and evaluation system.
- Rolled out a cloud-based endpoint security solution covering students, faculty, and staff.
- Developed and launched a secure, searchable Digital MCQs Bank for academic assessments

RELEVANT WORK EXPERIENCE

Walee Technologies / Walee Financial Services – IT Team Lead Oct 2023 – December 2024

- Responsible as **Country- IT Team Lead** to support three regional offices (**Islamabad, Lahore & Karachi**) of Walee Technologies for ICT Operations, Planning and Administration and Support.
- **Infrastructure Management:**
 - Plan and execute network and system maintenance activities, ensuring optimal performance and reliability.
 - Integrate infrastructure for new projects, encompassing features and expansions, On-premises and Datacenter.
 - Develop detailed Low-Level Designs (LLD), High-Level Designs (HLD), and comprehensive documentation.
 - Engagement in various projects to deal with project implementation plans, communication matrix, and providing solutions accordingly.
- **Troubleshooting and Documentation:**
 - Promptly troubleshoot and resolve technical issues to minimize downtime, by leading IT and Network Team.
 - Maintain documentation for preventative maintenance procedures and disaster recovery plans.
- **Virtualization and Server Management:**
 - Ensuring server hardware testing and RAID creation to ensure robust server environments and ensuring bug free implementation both in Datacenter and On-Premises
 - Ensuring implementation virtualization platforms such as VMware-ESXi, ProMax, Hyper-V.
 - Ensuring creation, installation, and backup virtual machines with various operating systems by engaging IT & Network Team.
 - Ensuring installations of monitoring systems, and Alert Managers (Nagios, Prometheus and Grafana) by Instructing and leading NOC Team.
- **Hardware Deployment Management:**
 - Knowledge of Hardware Servers (Dell, HP) along with grep on ILO and IDRAC to guide and support IT Networks Team
 - Knowledge of Wi-Fi channels and controllers (ubiquity Unify)
 - Support the LAN team in laying down complete network cables and deploying hardware in Datacenter.
- **Network Management:**
 - Routers and Switches configuration L2/L3 as well as prompt troubleshooting.
 - Implementation and troubleshooting of policies on FortiGate/ASA/PfSense for network security.
 - Create VPN servers on Pf-Sense/Fortigate and troubleshoot connectivity issues.
 - Creation and Troubleshooting of Site-To-Site VPNs to ensure the availability of tunnels status up 24/7
- **Email and Office 365 Management:**
 - Knowledge of emails, groups, and rooms, and email backups on Office 365/ HostedPk/ Hostnext.
 - Knowledge of Migration of emails between MS-365 tenants and vice versa
 - Handle domain procurement, SSLs and management
- **IT Support Management:**
 - Managing IT team to ensure resolution internal IT related issues
- **Documentation and Visualization:**
 - Ensuring updated connectivity diagrams of services and infrastructure.
 - Maintenance of comprehensive documentation for all technical operations.
- **Preventive Maintenance**
 - Ensuring End-of-Life (EOL) activities by engaging.
 - Regularly check hardware in Data Centers every 2nd week
 - Execute hardware resource upgrades as needed.
- **Monitoring and Alerting:**
 - Ensuring implementation and management of monitoring tools (e.g., Grafana, Cacti, Wazuh) is crucial for detecting and addressing issues promptly.
 - This role involves management of monitoring solutions, ensuring alerting mechanisms for networks and services and responding to incidents to minimize downtime
- **Security Measures:**
 - Ensuring the security of IT systems and networks is a core responsibility. This includes implementing security best practices, regularly
 - Updating systems to patch vulnerabilities, and responding to security incidents as needed
- **Documentation:**
 - Accurate and up-to-date documentation of network configurations, system setups, and procedures is essential.
 - The IT and NOC Specialist is responsible for maintaining comprehensive documentation to facilitate knowledge sharing and effective troubleshooting

- Design and deploy Enterprise Networks (LANs, WANs, and Wireless networks).
- Configuration, installation and reporting of Bio-Metric Systems
- **Microsoft 365** (Manage, Design Solution and Provide Support Services)
- Responsible for communication protocols, configuration, integration & security.
- Create and maintain comprehensive documentation for all implemented policy.
- Communication with ISP and Vendors for the resolution of related issues.
- Information Technology & Security Policies Implementation plan.
- Documentation and Project Management Planning for Digitized system
- Provides technical support and training on ICT-related matters to all non techs.
- Design, Develop and Monitors ICT infrastructure and, in consultation with
- Management, takes appropriate measures for smooth function & operations.
- Design, Installs, maintains & adapts existing large-scale infrastructure & material
- Develop Monitoring and Evaluation framework including indicator tracking table
- Provide Level 3 support to all network, IP telephony, wireless and security devices in collaboration with partners.
- Develops and maintains a pleasant and conducive working environment with colleagues and line managers.
- Independently carries out large IT infrastructure projects according to Moment standards & need for organization
- Tests ICT equipment, hardware and software ,networks devices to ensure optimal performance and standard configuration.

Projects Accomplished

- Migration of **Microsoft 365** Tenant to **Non-For-Profit Tenant**
- Upgradation of Wireless LAN Infrastructure of National Headquarters
- Survey, Designed and Deployed Radio Wireless Infrastructure of Sindh Branches
- Implementation of Cyber Security Infrastructure (NGN Firewall & Endpoint Security Solution)

HITEC Institute of Medical Sciences HIT Taxila Cantt – Assistant Manager Information Technology and Networks **Jan 2017 – Jun 2022**

- Configuration, installation and reporting of Bio-Metric Systems
- Effectively monitor and critically review the implementation of change requests relevant to data network area.
- Installation/troubleshooting/replacement of security cameras campus-wide.
- Administration of access control systems, intrusion detection systems, and video surveillance systems, including system monitoring, programming, reporting, and troubleshooting.
- Backups of the database & record keeping of access control and CCTV systems
- Communication with internet service providers for the resolution of related issues.
- Responsible for communication protocols, configuration, integration & security.
- Investigating, diagnosing and resolve all network problems
- Monitors and maintains network stability
- Upgrading and repairing faults on systems, networks & peripheral equipment
- Cisco switch configuration in particular VLAN configuration/troubleshooting.
- Create and maintain comprehensive documentation for all implemented network
- Prepares and maintains documentation of network configurations and cabling layout.
- Create, change, and delete user Management as per process/Control.
- Responsible to build new Scripts for System Management & Monitoring.
- Design and deploy LANs, WANs, and wireless networks, including routers and switches. **(Cisco, Ruckus& Ruckus)**
- Analyzes network and installs and tests software upgrades
- Upgrading and repairing faults on systems, networks & peripheral equipment
- Cisco switch configuration in particular VLAN configuration/troubleshooting.
- Create and maintain comprehensive documentation for all implemented network

Network Engineer (Network Operations Center) PTCL National Network Operation Center CDDT Building H9 Islamabad

- T-Shooting experience of Huawei U2000 NMS systems and tools (MRTG, Solarwinds, UFM), database, architecture.
- Performing network audits and redundancy tests on regular basis to identify network Operational issues
- Trouble shooting issues related to L-2 and L-3 routing protocol including OSPF, ISIS, MPLS, BGP, VRRP and STP
- O&M and fault rectification using NMS for data services throughout the region & Providing Network support to PTCL Data (Nationwide)
- Monitoring of DSLAMS through EMS & Alarm monitoring of PIE network through TeMIP.
- Monitoring and troubleshooting of IP/MPLS network & Performance management through Ca eHealth.
- Tracking and documenting network issues and compiling incident reports & Responding to user requests and providing network training.

Education

COMSATS University Islamabad-Attock Campus, (Completed, June 2019)

MS. in Project Management Cumulative GPA: 3.24/4.0

Thesis topic

Impact of Servant leadership on Project Success: With Mediating role of In-Role and Extra Role Behaviors

COMSATS University Islamabad-Wah Campus, (Completed, Dec 2014)

Bachelor in Telecommunication and Networking Cumulative GPA: 2.94/4.0

• Trainings , Conferences & Certifications

- Sophos Firewall (Pakistan Red Crescent National Headquarters Islamabad) (Feb 2023)
- Connect Technology Conference (ICRC & IFRC) Kigali ,Rwanda 2023 (5th Feb to 10th Feb 2023)
- OCAC (**Organizational Capacity Assessment & Certification**) (15th March to 20th March 2023)
- Microsoft 365 (Online through Microsoft Partner Program)
- OP (Organizational Planning) for fiscal Year (2022-2023)
- Effective Leadership (3/29/2021 HP LIFE/ HP Foundation)
- Hiring Staff (3/28/2021 HP LIFE/ HP Foundation)
- IT For Business Success (3/28/2021 HP LIFE/ HP Foundation)
- CISCO Certified Network Associate (CCNA) Feb 2014 to March 2014
- Microsoft Certified Professional -April 2014
- Microsoft Specialist -April 2014

SKILLS

Proficient in Microsoft Office Suite: MS word, **MS PowerPoint, MS Excel, MS Project**, MS Visio, Arc-GIS & SPSS

Prezi, Blogging, Creative Writing, Online Research,

Social Media: Twitter, Instagram, Facebook, LinkedIn

Bilingual: Fluent in English (Writing and Speaking) and Urdu
