

Experienced IT Professional and System Administrator with hands-on experience in ServiceDesk Plus, Active Directory, MS Exchange, Office 365, and network support. Skilled in optimizing workflows, managing IT operations, and leading successful migrations. Proficient in Windows Server administration, including Group Policy Objects (GPO) creation, configuration, and management to enforce organizational policies and enhance system security. Adept in hardware/software installation, troubleshooting, and system performance optimization. Committed to improving user satisfaction, maintaining secure infrastructure, and driving operational efficiency.

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WORK EXPERIENCE

Support Solutions Hub



IT Engineer/IT Officer

04/2025 – Present

- Manage network operations and ensure high system uptime, adhering to ISO 27701 Privacy Information Management System (PIMS) standards.
- Administer firewalls using pfSense, configuring rules and aliases to enforce robust network security and streamline rule management and integrate WAZUH monitoring for enhanced threat detection.
- Create and manage user accounts, group policies, and security configurations within Windows Server Active Directory, ensuring secure, structured, and policy-based access control.
- Implement layered cybersecurity measures, including endpoint protection using Bitdefender, and maintain regular system updates to guard against evolving threats.
- Implement software solutions to improve efficiency by 20%. Oversee software deployment across the organization.
- Deliver consistent network support, monitoring performance metrics to proactively identify and resolve connectivity or performance issues.
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- Utilize PsTools for remote system management and diagnostics, including managing processes, services, and devices on Windows systems.

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07/2024 – 04/2025

IT Operations Officer

- Managed and tracked IT service requests, administered user access, and optimized workflows within ServiceDesk Plus (ManageEngine Pro Plus), leveraging automation, reporting, and Active Directory integration to improve ticket resolution, team productivity, and user satisfaction.
- Managed Active Directory (AD) user accounts, password resets, and group memberships; synchronized with Office 365 Exchange for seamless email access and MFA support.
- Administered O365 Exchange mailboxes, migrations from on-prem Exchange, & ensured smooth integration between AD & Exchange.
- Provided Network Support for remote branches, applying Fortinet firewall policies and helping the network team with troubleshooting.
- Led migration of 1800+ endpoints, including domain, email, software reconfiguration, and antivirus installations.
- Installed and configured hardware, OS, peripherals, and security measures (BitLocker).
- Delivered first-line IT support, troubleshooting hardware/software issues, and ensuring timely resolution of Helpdesk tickets.
- Provided Call Center Support using Intellicon, ZRG One View for real-time monitoring and reporting on call center performance.
- Managed IT inventory and procurement systems.

ACADEMIC BACKGROUND

2024 - BS in Aircraft Maintenance Technology

University Of Lahore - Lahore

2018 – Intermediate (ICS)

Govt. College, Lahore

2015 – Matriculation

Kips School. Lahore

LANGUAGES

English



Urdu



CERTIFICATES

- Cyber Security E-Certificate

Cisco Online (Skills for All)

- Networking E-Certificate

Cisco Online (Skills for All)

- Operating Systems E-Certificate

Cisco Online (Skills for All)

SKILLS

PfSense



MS Office Suit



Active Directory (AD) Management



ServiceDesk Plus



OS x64 Migration



Windows Server Administration



PC Hardware and Software Support



Networking Performance Monitoring



Troubleshooting



IT Support Team Lead

- IT Team Lead and System Administrator, overseeing troubleshooting system optimization, and the management of IT infrastructure.
- Provided leadership and direction to the IT team, ensuring effective issue resolution and performance improvement.
- Managed IT operations, providing software installation, OS x64 migration, and data recovery support.
- Monitored network performance to ensure efficient routing and low latency for external connections.
- Optimized networking device settings for peak server performance and reliability
- Proficient in Windows Server administration, ensuring smooth operation and high system uptime.
- Led hardware and software installation, ensuring efficient system setup and operation.
- Skilled in assembling and disassembling computer components, and resolving hardware/software issues.
- Focused on optimizing PC performance, achieving the best FPS, low ping, and minimal lag.