IBRAR AHMAD
TECHNICAL SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

Motivated and teamwork-oriented IT professional with a Bachelor's degree in Software Engineering and professional certifications in Information Technology. Bringing over 2 years of experience in troubleshooting and resolving customer inquiries. Proficient in diagnosing and troubleshooting hardware, software, and network issues to ensure smooth operations. Skilled in system administration and user support, with a proven track record of effectively collaborating with cross-functional teams to achieve project objectives.

WORK HISTORY

IT Support Specialist, 12/2023 - Present
Al Anwa Holding Company for Investments- Riyadh, Saudi Arabia

- Determine the source of computer problems (hardware, software, user access).
- Providing technical support either by visiting on-site or through remote-access systems
- Administration of Google Workspace, Azure, Windows server, Jira Service Desk, AWS Cloud, Alibaba Cloud, Bitbucket, Figma, ZKT Devices
- Administration of Microsoft Office 365 workloads (Exchange Online, Share-point Online, Microsoft Teams, One Drive for Business, Yammer)
- Administration Azure AD and performed user account management tasks such as creating new accounts, and licenses, resetting passwords, and managing user permissions.
- Respond to support tickets and inquiries, providing timely and effective solutions to end-users.
- Proficient in managing and maintaining Digital Ocean cloud infrastructure, including server configuration, deployment, and optimization ensuring optimal performance and reliability.
- Conduct regular system updates and patches, ensuring security and compliance with industry standards.
- Provide support for end users experiencing problems with Office 365 applications and services.
- Deploy laptops to new users & manage users' mobile devices through MDM solutions (Microsoft In-tune)

IT Support Technician, 08/2022 - 08/2023
K2X Tech Peshawar, Peshawar**,** Pakistan

- Successfully resolved hardware and software issues for desktop and laptop systems, ensuring minimal downtime and optimal functionality for end-users.
- Diagnosed and resolved network connectivity problems across LAN, WAN, and wireless networks, ensuring seamless communication and data access.
- Configured and set up peripherals such as printers, scanners, and other hardware devices, optimizing user productivity and workflow efficiency.
- Installed/configured Windows and macOS systems for seamless operations.
- Implemented robust security measures to safeguard systems and data

- Fostered positive relationships with users, prioritizing exceptional customer service.

IT Administrator, 05/2021 - 06/2022
Corvit System Peshawar - Peshawar, Pakistan.
- A primary point of contact for all IT-related issues and requests
- Lead and perform activities related to the administration of the company Local Area Networks (LANs) including PCs, Printers, internet, and network-related devices.
- Monitored security certificates and maintained company compliance with security requirements.
- Managed department budgets and regularly reviewed cost-effectiveness of IT processes.
- Maintain inventory of all IT-managed devices across the firm
- Participated in project planning and implementation, providing input and expertise on infrastructure requirements.
- Advising staff on appropriate procedures for directing their IT-related queries and recommendations.

SKILLS

- Office 365
- Troubleshooting
- Azure Active Directory
- Google Workspace
- Digital Ocean
- Alibaba Cloud
- AWS Cloud
- VMware and Hyper-V
- Cisco Routers, Switches
- Microsoft Excel
- Flutter Development
- Adobe Photoshop

- OS, Windows, Linux, macOS
- Cloud Administration
- Network Troubleshooting
- System Administration
- Infrastructure planning and implementation
- VPN management
- (TCP/IP) IPV4, IPV6, WAN, NAS, SAN, VLAN, DHCP, DNS, VTP, ARP, STP, RSTP, SMTP, IGMP. EIGRP, OSFP, BGP, IBGP, EBGP, RIP, HSRP, VRRP, GLBP.
- Teamwork
- Slack
- Discord

EDUCATION

Bachelor of Software Engineering University of Malakand (Pakistan)

CERTIFICATIONS

- CCNA
- Google Technical Support Fundamentals
- Cyber Threat Management,
- Network Support and Security

- Ethical Hacker
- Foundations of Cybersecurity
- IELTS Academic
- Flutter Developer

LANGUAGES

- English
- Urdu

- Arabic