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UMAIR AHMAD

A CAREER OBJECTIVE

Results-driven IT professional with a strong background in system administration, and project management. Committed to optimizing IT infrastructure, ensuring data integrity, and driving technology solutions to enhance operational efficiency. Seeking a challenging role to leverage my expertise and contribute to the success of a forward-thinking organization while continuously expanding my knowledge in the ever-evolving IT landscape.

B CORE COMPETENCIES

- Management Information Technology
- Technical Troubleshooting and Maintenance
- Issue Capture, Escalation and Resolution
- Tactical and Strategic IT Planning
- Project Management
- Team Coordination
- Problem Solving
- Communication

D PROFESSIONAL EXPERIENCE

SILAL Barka, Oman

Sr. IT Administrator

Feb 2024 – July 2025

Areas of Experience:

- Managing Core systems ensuring availability, integrity & security of critical infrastructure and data
- Administration & management of Azure Entra ID , Computers, Security Groups, Group Policy
- Microsoft office 365 administration including new user creation, licensing, mails backup, exchange server, mailbox archiving, One drive , Teams.
- M365 Identity, Roles, Access & Authentication
- Managing Kaspersky (Anti virus) and license renewal
- Ensuring security and efficiency of IT infrastructure.
- Install new/rebuild existing servers and configure hardware, services, settings in accordance with standards and project/operational requirements
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes
- Maintaining IT Asset Inventory, Vendor Management, License Management, AMC contracts, Software and Hardware procurement.
- Responsible for IT budgets for hardware and services (CAPEX & OPEX)
- Managing IT manuals, SOPs, and escalation matrices, enhancing operational efficiency
- Responsible to resolve IT Service Requests and Incidents within SLA
- Responsible for Management and administration of the Data Center

- Managing iMaster NCE campus V300R023 with more than 500 nodes along devices management , monitoring , traffic efficiency, physical topology and user policies
- Managing access switches S5732 and core switches S6730 via NCE campus
- Responsible for ios upgradation of all access and core switches
- Managing all vlan's and trunkings and aggregation links on NCE imaster
- Maintaining Access Controller Air Engine 9700 with AP's status (Online / Offline) , user ratio ,network KP and SSID's broadcast
- Responsible for White list / Blacklist policies in AC for all users.
- Maintaining Primary and Secondary Firewalls USG6655F to monitor all the traffic , health check ,policies, thread trend monitoring and network efficiency.
- Responsible for Primary and backup ISP links for smooth operations and network coverage

H-Tech Supports Lahore , Pakistan

Oct 2022 – Jan 2024

Technical Support Engineer

Areas of Experience

- Responsible for managing and prioritizing the maintenance, and evaluation of all IT Infrastructure systems including LAN, Servers & Network implementations. • Configure and maintain VTP, STP/RSTP, VLAN5, Private VLAN and Ether Channels on switches
- Responsible to managing, Installing, configuring, testing, maintaining new and upgraded networks, servers and workstations
- Provided technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, WAN, LAN, and remote systems.
- Responsible for Troubleshooting Customer Issues. Client end Configurations, Testing, Low bandwidth issues, Voice issues, no connectivity etc.
- Responsible for troubleshooting routing protocols (RIP, OSPF, BGP) issues.
- Support in Microsoft 365. Resolving and escalating issues.
- Managing Active Directories (AD) and Azure.
- Providing remote Technical Support and maintaining SLAs with clients.
- Handling all other tickets.

Carrefour Lahore ,Pakistan

March 2020 – Oct 2022

Assistant IT Help Desk

Areas of Experience

- Configurations of Microsoft Windows Server 2019/2016/2012
- Handling Hyper V Management
- Responsible to manage Network Management LAN/WAN
- Responsible to manage MAC filtration in WAN
- Responsible to perform Main and Backup WLC failover
- Configurations of MS Outlook
- Configuration of DNS Server
- Configuration of DHCP Server
- Handling Asset Management System (AMS) for IT assets inventory
- Handling Business Object (BO) for daily Reports
- Handling Change Management System (RFC) for IT Reports

- Responsible for PABX Management (Analogue system) for indoor / Outdoor Callings
- Responsible for GIMA operations for IT Quires
- Responsible for GICA Operations for All stores Closings
- Responsible for SMA Operations for IT Sales and Reports
- Configurations of PRTG Network Monitor for all Stores Network system
- Configurations of Trend Micro Console for all users' systems
- Configurations of Cisco Any connect in all users' systems
- Draw a yearly action plan for the department according to the priorities of the stores and follow-up its implementations
- Supplier Management and ensuring SLA compliance and with all suppliers & ISPs
- Responsible to maintain all the records of costing & invoicing and assist the Finance Team and Senior management to ensure accurate categorization of IT purchases
- Maintain an IT Asset Management system
- Draw a yearly Negotiation plan for all Network / System Equipment.
- Handling all other IT Service Desk tasks

G- NEWS NETWORK Lahore, Pakistan

Jan 2019 – Feb 2020

IT Support Engineer

Areas of Experience

- Responsible for VMWare Workstation, vSphere Client, VCenter, ESXi 6.5
- Responsible of configurations of vLANs, NAS, SAN, DAS, RAIDS, POP3, IMAP & Disk Quota Management.
- Responsible of Active Directory for all the users and Group Policies
- Handling of VoIP Communication (Elastix 4.0 PBX)
- Configuration of MS outlook
- Configuration of Windows Server 2012
- Configuration of IP phones
- Monitoring of Streaming Servers (YouTube/Web).
- Responsible for File Sharing, System Sharing & Print Services Including NTFS Permissions.
- Responsible of Remote Users Administration Through MSTSC, Dame Ware, Any Desk, Team Viewer.
- Handling Managed and Configured Users and Machines at Domain/Workgroup Levels.
- Responsible for Local & Network Printers/Scanners Installation, Configuration and Troubleshooting.
- Responsible for TCP/IP, DNS, DHCP, HTTP, HTTPS, FTP, SMTP, Kaspersky Endpoint Security, Wire cast, OBS.

E **EDUCATION CREDENTIALS**

BS TELECOMMUNICATION (2010-2014)

Superior University, Lahore, Pakistan

F **Trainings**

Cisco Certified Network Associate (CCNA)

Cisco Certified Professional Associate (CCNP)

Linux RHCSA+RHCE