**Professional Summary:**

IT Manager having Microsoft Certified System Engineer (MCSE) and CCNA certifications with more than 10+ years of experience in Windows Servers, Virtualization, Desktop Support, Administration, Software & Hardware Installation and Configuration, Vendor Relationship, Maintenance and Troubleshooting of various IT technologies for small to medium business environments. I have ability to solve complex technical IT related problems, prioritize and handle multiple tasks and work independently under constraints of time and resources.

**Education:**

* **2003:** Masters in Computer Science, **Al-Khair University, AJK, Islamabad, Pakistan**

**Certifications and Training:**

* **2007: Microsoft Certified** 
  + Microsoft Certified Professional. (MCP)
  + Microsoft Certified System Administrator. (MCSA)
  + Microsoft Certified System Engineer. (MCSE)
* **2008: CISCO Certified** 
  + Cisco Certified Network Associate (CCNA)
* **2004: COMSATS, Islamabad, Pakistan (July 2004)**

Certification/diploma, CISCO Certification Training

* + Cisco Router (2500 & 3600) Configuration and Administration
  + Cisco Switches ( 1900 & 2900) Configuration And Administration

**Employment History: (April 2008 to Current)**

**IT Manager Magrudy’s Enterprises LLC, P.O Box 1155, Dubai.**

* + Planning, designing, implementation and documentation of LAN, WAN and Wireless Network
  + Discuss, design and provide best practices IT advice and guidance to management and team members at all levels, recommend and implement new technologies to improve performance in all areas
  + Designed and implemented core network and remote network infrastructure
  + Installation and configuration of Microsoft Windows Server (2012 & 2016) & Windows 7 & Windows 10
  + Manage and maintain current Active Directory environment including DNS, DHCP, FTP, WSUS, IIS Web Server, Print Server and Group Policy Management (GPO)
  + Installation and configuration of Distributed File System ( DFS ), File Server Resource Manager (FSRM) and Remote Access Role (VPN and routing ) in Windows Server 2012
  + Installation and configuration of Network Policy Server (NPS) , NPS Policies and Network Access Protection ( NAP) in Windows Server 2012
  + Configuring and implementing Windows Firewall and IPsec in Server 2008 and 2012
  + Configuring and monitoring Alerts, Real Time Performance, Events, Network Monitoring
  + Installation, Configuration and Backup of Microsoft SQL Server 2008,2012 & 2014
  + SQL Server 2008 database maintenance and performance tuning.
  + Implemented and maintained SonicWALL firewalls, HP series switches and Cisco 2600 & 800 Routers
  + Preparing IT department budget for fiscal year.
  + Maintaining a daily, weekly, monthly and annual backup of the data, emails, and database available in the company.
  + Administration of MacAfee and Bitdefender Antivirus Server
  + Communicated with vendors to resolve network outages and periods of reduced performance.
  + Knowledge in supporting HP/Xerox printers, configuring mobile phones (iPhone, Blackberry, etc), projectors, scanner and other IT peripherals.
  + Maintain accurate inventory and record of all hardware, software and manuals purchased by the Company
  + Maintain licenses for all software and ensure that all systems are covered by the proper maintenance contracts
  + Maintains excellent communication with top Management on all tasks
  + Creating and configuring virtual Machine
  + Provisioning and managing shared storage using Server Manager
  + Installing and Configuring Citrix XenApp Server 6.5, License Server, Web Interface and Remote Desktop
  + Customizing Citrix Web Interface Login Page
  + Installation and configuration of VMware ESXi vSphere 6.5,vCenter 6.5, Client, Web Client and VMware Tools
  + Configuration and maintenance of virtual infrastructure using vCenter 6.5
  + Installation and configuration of Standard and Distributed Switch
  + Installation and Configuration of Virtual Guest Machine
  + Installing vCenter 6.5 as a Linux Appliance (vCSA)
  + Installing vSphere Storage Appliance ( VSA)
  + Securing virtual infrastructure using roles, permission and Active Directory users and groups
  + Comfortable working in a dynamic, highly communicative team environment.
  + Interested in complex technology, and fast learner.

**Employment History (April 2005 to Feb 2008)**

**Network Administrator Finance Department, District Offices Complex, KDA, Kohat, Pakistan.**

* + Integrating systems, network administration functions, managing system resources and tracking response time to maintain operating efficiency.
  + Initiating comprehensive network re-engineering including network infrastructure, installation and implementation and troubleshooting in a Windows 2003 and Server 2008 environment and Windows XP, Windows 7 from clients end.
  + Participating in disaster recovery testing, maintaining system documentation logs and assisting in troubleshooting and diagnosis of system problems
  + Executing email administration, backup, data recovery, and preventive maintenance in addition to routine software installation and troubleshooting functions.
  + Working with routing, switching, security designs and configurations, designing network architecture and performing connectivity troubleshooting.
  + Rendering expertise in network infrastructure & TCP/IP, network documentation, and desktop support.
  + Cooperated on network design initiatives and implementation of network solutions such as DHCP, DNS, VPN and WINS servers.
  + Investigated user problems, determined possible solutions, oversaw software, application development, installation and upgrades.
  + Executed systems administration activities, installed, configured, performed operations, maintenance of software and networked servers.
  + Conducted systems diagnostics, troubleshooting, analyzed network performance, system slowdowns and ascertained reasons for bottlenecks encountered.
  + Maintained computers, installed operating systems and programs on the computers and reassembled computer hardware devices.

**Personal Details:-**

**Driving License No** : No.3

**Citizenship** : Pakistani

**Language Proficiency** : English (Fluent), Urdu (Native), Arabic (Fair)

**E-Mail Address** : [rizwan\_wakil@yahoo.com](mailto:rizwan_wakil@yahoo.com)

**Mobile Number :** +971 55 5927704