

# Saleem Irshad

IT Infrastructure Specialist & Entrepreneurs

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## Skills

### Technical Skills

Cloud infrastructure (MS Azure, DevOps), Fundamentals

ISA Server, AD DC, Switch Configuration

Networking (Cisco Switch, MikroTik, VLAN, DHCP)

IT Infrastructure Management and Operations

CISCO Phones

Access Point Configuration

### Software Proficiency

Office 365, Operating System, Server 2016/19

Active Directory and GPO

Canva and Coral Draw Design

Docker, Kubernetes (Product Knowledge)

SaaS (One Drive, Gmail, Google Drive)

Help Center ticketing software (Manage Engine) customized

POS, Inventory balancing, Marketing, Social Media Marketing, Chat support, WhatsApp marketing

## PROFESSIONAL EXPERIENCES

### **Exam Invigilating with British Council**

#### **2023 to Date**

- Conducting of exam Cambridge O/A Level in schools
- Perform different duties assign by supervisor
- Ensure integrity of exam
- Safe and secure conducting of exam
- Ensure proper implementation of policies and SOP defined by British Council

### **Business Development Consultant**

*MASTER SCIENTIFIC STORE. HARIPUR/ABBOTTABAD | 2018 to Date*

- Its customer facing sales & marketing job
- Generate sales for my business with cold calls/Facebook market/Digital Marketing
- Meeting the requirement of customer according to their need to get sale and good closer
- Closer interaction with customer specially university research student and school's head
- Using point of sale (POS) software for generating and analyzing sales reports can provide valuable
- Insights into my business performance and emerging trends
- Personally meet with potentials customer via call or on-premises
- Communication with customer through WhatsApp and describe about product Pros and cons
- Email and WhatsApp marketing to potential customer
- Build and maintain long-term relationships with key decision-makers and stakeholders
- Identify new business opportunities within existing accounts and contribute to new client pitches

- Ensure client satisfaction by providing excellent customer service and addressing any concerns promptly

## **Sr. Engineer Technology Infrastructure**

*Axact/BOL Media Group | September 2013 - September 2017*

- **Level 2 IT Helpdesk Support:** Delivered advanced technical support for end-users, resolving complex software and hardware issues, including desktop support, software troubleshooting, and hardware servicing.
- **Network and System Administration:** Configured and maintained network components such as VLANs, switches, and routers, ensuring seamless network operations for all departments.
- **Active Directory Management:** Managed Active Directory (AD) including user accounts, security groups, and policy enforcement, contributing to a secure and efficient IT environment.
- **Project Coordination:** Collaborated with cross-functional teams, including server and network teams, to coordinate IT projects and ensure timely delivery of IT services.
- **CRM & SIP Configuration:** Supported the configuration and troubleshooting of Customer Relationship Management (CRM) systems and Session Initiation Protocol (SIP) .
- **New User Setup:** Oversaw the setup and onboarding of new users, including configuring PCs, ensuring proper access control, and facilitating smooth integration into the IT environment.
- **Remote Support:** Provided remote and on-site support across multiple locations, addressing and resolving issues through calls, portals, email, and service desk systems.

## **ICT Officer**

*Helping Hand for Relief and Development (HHRD) | February 2016 - November 2016*

- **IT Infrastructure Management:** Managed and maintained the IT infrastructure, ensuring smooth operation of computer systems in labs and clinics, supporting medical students and doctors.
- **ICT Education:** Provided ICT education and technical training to medical students pursuing Diploma & DPT, enhancing their technical proficiency.
- **Network Configuration:** Configured and optimized Access Points, and managed LAN infrastructure, ensuring reliable and secure network connectivity.
- **Data Management:** Managed teacher and student data storage, ensuring accessibility and security on centralized servers.
- **Network Troubleshooting:** Diagnosed and resolved issues with switched networks,
- **Equipment Management:** Coordinated with the head office to procure servers and desktops, and efficiently configured and deployed both new and refurbished workstations, laptops, and peripheral equipment.
- **File Server Management:** Set up and maintained file servers for resource sharing, streamlining access to educational materials for teachers and students.

## **Assistant Network Administrator**

*Premier Group of Companies | February 2012 - September 2013*

- **Network Administration & Support:** Managed and maintained a switch-based network infrastructure, ensuring reliable access for users and seamless operation of the ISA server on Windows Server 2008.

- **Server & Protocol Management:** Administered DHCP, DNS, and LAN cabling, optimizing network services for consistent performance and connectivity.
- **Desktop & OS Support:** Provided comprehensive support and maintenance for desktops and operating systems, ensuring minimal downtime and efficient user operations.
- **MIS Reporting:** Generated and submitted Management Information System (MIS) reports from the head office server, facilitating data-driven decision-making.
- **Client Configuration:** Configured Outlook clients for users, handled software installations, and performed routine hardware maintenance.
- **Hardware Procurement & Maintenance:** Managed the purchasing of new hardware and coordinated the repair of peripherals, ensuring the availability of essential IT resources.

### IT/Network Tech

*RIPHAH International University (RIPS/DENTAL), Islamabad / December 2009 to July 2011*

- Install, configure, and maintain network hardware such as routers, switches, and wireless access points.
- Monitor network performance and troubleshoot issues related to connectivity, latency, and downtime.
- Support servers, including file, print, email, and domain controllers.
- Update and patch software and operating systems as required.
- Provide technical support to end-users for hardware, software, and networking issues.
- Collaborate with other IT team members to ensure the successful implementation of projects.

### Manager Customer Care Center UFone

#### IT/DATA Assistant

*UNICEF/ BEST implementation Partner*

March 2007 to July 2008

- **Data Entry and Management:** Entry of Data collected by field staff
- **Data Analysis:** Analysing the provided data by field staff and use in reports for UNICEF/Personal Project Reporting and discuss in meetings
- **Report Generation:** Report writing with project manager and downer
- **Documentation:** Making of new document formats for data collecting from field about schools/kids, inventory, books, copies, stationary
- **Support Tasks:** Any difficulty face by staff or office about IT operation or computers
- **Event Arrangement:** Arrangements of events in schools for fresh enrollment of kids out of school. Like Puppet show, School in Bus, Library in bus etc.

### **Education**

**MCS (COMSATS University Islamabad, Abbottabad Campus)**

2003- 2006