Salman Ahmed *IT Support Specialist*

✉ salman.itspecialist@gmail.com   📞 +92 3705813618   ⚲ Male

📍 Misriyal Road, Dokh Gujjran Pir Sahaba Colony, Rawalpindi Cantt,Teseel O Zilla Rawalpindi

🔗 linkedin.com/in/salman-itspecialist   🔗 www.credly.com/users/salman-itpro

Profile

Results-driven IT Support Specialist with 3 years of progressive experience in optimizing IT infrastructure and strengthening network security. Proven expertise in administering FortiGate and Sophos firewalls, managing VMware ESXi virtualization, and implementing Veeam Backup & Replication for robust data protection. Adeptat providing comprehensive on-site and remote technical support to 120+ users across Windows, macOS, and Linux, and proficient in configuring VPNs, VLANs, and managing diverse access points to ensure seamless and secure operations.

Work Experience

IT Support Associate   2025 May – Present
Futurenostics

- Administered and managed FortiGate firewalls to enhance network security and compliance.
- Configured and maintained VPN servers for secure remote access, ensuring uninterrupted remote operations.
- Managed 5 VMware ESXi hosts to support diverse virtualized environments.
- Provided technical support to 120+ employees, resolving issues for Windows, macOS, and Linux users both on-site and remotely.
- Implemented and managed Veeam Backup & Replication for robust data protection and disaster recovery.
- Deployed and maintained Ubiquiti UniFi and Cisco access points to ensure reliable network connectivity.
- Configured VLANs and LACP for enhanced network segmentation and redundancy.
- Implemented RAID storage solutions for critical data protection

IT Support Specialist   2023 December – 2025 May
Focus IT Services   Rawalpindi, Pakistan

- Deployed and administered FortiGate & Sophos firewalls, improving network security and remote connectivity (VPN).
- Managed Active Directory & File Servers, ensuring secure user authentication and efficient data access.
- Configured VLANs and LACP for enhanced network segmentation and redundancy.
- Implemented RAID storage solutions for data protection.
- Provided technical support to 150+ employees via a ticketing system, improving resolution times.
- Maintained VMware ESXi host for virtualization.
- Set up Veeam Backup & Replication for disaster recovery.
- Tracked IT assets using Lansweeper & Freshservice for optimized resource allocation.
- Network monitoring using LibreNMS

IT Technician   2023 March – 2024 January
Foundation University School of Science & Technology   Rawalpindi, lalazar

- Managed user internet access and bandwidth control via Sangfor IAM, optimizing network efficiency.
- Configured and maintained 30+ access points and routers, enhancing connectivity.
- Conducted OS installations, password resets, and Windows/Linux imaging.
- Provided on-site and remote IT support, resolving technical issues efficiently.
- Installed and maintained IT hardware/software for labs, faculty, and staff.
- Supported A/V equipment in lecture halls, studios, and labs.
- Led seminars, workshops, and online meetings (Teams, Zoom).
- Managed IT inventory and facilitated procurement requests.
- Trained and mentored junior staff, improving team efficiency.

IT Technician Internship   2023 January – 2023 February
Foundation University School of Science & Technology   Rawalpindi, lalazar

- Gained hands-on experience in PC troubleshooting, software installations, and multimedia connectivity.
- Installed and configured printers, scanners, and IT lab equipment.
- Assisted in managing lab systems and conducting maintenance tasks.

Projects

Comprehensive Lab on Sophos & pfSense Firewalls ⬀   2025 January
- Built a virtual EVE-NG lab for firewall & network security testing.
- Configured VLANs, LACP, IPsec VPN, and SD-WAN for optimized traffic flow.
- Integrated a Cisco 3725 Router for secure inter-firewall communication.
- Enhanced troubleshooting, security, and IT infrastructure skills.
- **LinkedIn Post** ⬀

Technical Skills

Networking & Security:
TCP/IP, DNS, DHCP, VPN, VLANs, Firewall Management (FortiGate, Sophos), Network Monitoring (LibreNMS).

Asset & Patch Management:
Lansweeper, Freshservice

Systems & Virtualization:
Windows Server, Linux Server, MacOS, VMware ESXi, Hyper-V.

IT Support & Troubleshooting:
Hardware/Software Diagnostics, Root Cause Analysis, Help Desk Support.

Backup & Restore:
Veeam Data Backup & Recovery, Windows Server Backup

Hardware & Infrastructure:
Desktops, Laptops, Servers, Networking Devices.

Education

Bachelor of Science in Information Technology   2023 – present | Islamabad
Virtual University
Network Administration, Software Development, Information Systems Management,

DAE ICT   2019 – 2023 | Rawalpindi
Construction Technology Training Institute
Network Fundamentals, Operating Systems, Web Development

Matriculation   2017 – 2019 | Rawalpindi
Progressive Model School
Computer, Math, English, Physics

Courses

FortiGate Administrator   2025 July – 2025 July
Coursera
Firewall, IPS/IDS, User Management, Routing, Monitoring, Security Policies, System Config, Network Admin
- **Coursera Link** ⬀

Network Security Support Engineer   2025 June – 2025 July
Coursera
Malware Protection, Monitoring, Tuning, LDAP, Performance Management
- **Certificate Link** ⬀

CCNA Training   2022 March
Construction Technology Training institute
Routing & Switching, Subnetting, VLANs, NAT, ACLs, WAN, IP Addressing, Network Security
- **Credly Link** ⬀

Linux   2022 October
Alison
Linux Admin, CLI Usage, User Management, Basic Security
- **Profile Link** ⬀

Languages

Urdu — Native/Bilingual   **English** — Proficient

Fields of Interests

- IT Support & End-User Services
- IT Infrastructure & Disaster Recovery

- Network Administration & Security

- System Virtualization & Cloud Computing