

# Salman Gulfam Hussain

Mobile: +971 522699864 Email: [salmanhassan293@gmail.com](mailto:salmanhassan293@gmail.com)

Address: JLT Dubai, UAE LinkedIn: [www.linkedin.com/in/salman-gulfam-hussain-b0b12b149](https://www.linkedin.com/in/salman-gulfam-hussain-b0b12b149)



## Career objective:

Experienced IT professional with over 8 years of expertise in operating systems, resilient architecture design, VM configuration and management, scripting, and various monitoring tools. Proven ability to manage and optimize complex IT infrastructures, ensuring high availability and performance. Strong analytical and problem-solving skills with a commitment to continuous learning and professional development.

## Professional Experience:

**IT Engineer | Data Wave Technologies LLC**  
February 2024 to Present | Location: Dubai, UAE



### Responsibility:

- Managed Windows Server environments, including Active Directory, DHCP, File Server, and Hosting Server, ensuring optimal performance and security.
- Administered VMware vSphere and Hyper-V for efficient virtualization and resource management.
- Oversaw Microsoft 365 services, including Outlook, Microsoft Teams, SharePoint, and Dropbox, and managed shared network drives and permissions as per user requirements, ensuring seamless collaboration and communication among users.
- Managed NAS and SAN storage solutions, implementing Veeam and Acronis for reliable data backup and recovery.
- Configured and monitored firewalls using SonicWall and Fortinet to secure network traffic and protect against threats.
- Implemented and managed Group Policies and established a VPN network between multiple company branches for secure remote access.
- Generated email backup and archive reports on a weekly and monthly basis to ensure data integrity and compliance.
- Utilized ticketing systems for tracking and resolving support requests, ensuring timely and effective communication through email correspondence.
- Provided end-user support for various software applications, including CRM systems, MS Office, QuickBooks, and troubleshooting for meeting room technology, including TVs and cameras.
- Managed IP PBX systems, configuring and troubleshooting VoIP phones to ensure effective communication.
- Administered Bitdefender for server and end-user protection, ensuring compliance with security policies.
- Installed new routers and switches to enhance network infrastructure and connectivity.
- Conducted software patch updates to maintain system security and functionality.
- Developed and maintained documentation for system configurations, procedures, and troubleshooting guides to facilitate knowledge sharing and improve operational efficiency.
- Conducted training sessions for new joiners, providing orientation on IT systems, software tools, and best practices to ensure a smooth onboarding experience.

**IT Support Officer | Sialkot International Airport**  
June 2019 to January 2024 | Location: Sialkot, Pakistan

### Responsibility:

- Managed Windows Server environments, including Active Directory, DNS, DHCP, and File Server, ensuring optimal performance and security.
- Oversaw Microsoft 365 services, including Outlook, Microsoft Teams, and SharePoint, and managed shared network drives and permissions to facilitate seamless collaboration among users.
- Configured and monitored Sophos firewalls to secure network traffic and protect against cybersecurity threats.
- Utilized Azure IaaS servers for backup and disaster recovery systems, ensuring data integrity and availability.
- Managed NAS Synology for reliable data storage and backup solutions.
- Employed PRTG network monitoring software to track performance and ensure reliability across the network.



- Developed and maintained comprehensive documentation for system configurations, procedures, and troubleshooting guides to improve operational efficiency and facilitate knowledge sharing.
- Utilized ticketing systems for tracking and resolving support requests, ensuring timely communication and effective issue resolution.
- Installed and configured new routers and switches to enhance network infrastructure and connectivity.
- Conducted software patch updates to maintain system security and functionality.
- Provided technical support for SITA, a leading provider of IT solutions for the aviation industry, ensuring the seamless operation of their systems.
- Troubleshoot and installed new access points to enhance network connectivity and performance.
- Administered ESET endpoint protection for both server and end-user environments, ensuring compliance with security policies.

## **Assistant IT Manager | Techno Instruments (PVT) Ltd**

**June 2018 to May 2019 | Location:** Sialkot, Pakistan



### **Responsibility:**

- Provided end-user technical support, resolving hardware, software, and network issues.
- Addressed user inquiries via phone, email, and chat, ensuring responsive assistance.
- Maintained high customer satisfaction levels through effective communication.
- Installed, configured, and updated hardware, software, and operating systems.
- Managed user accounts, ensuring proper permissions and password management.
- Implemented robust security measures and monitored systems for potential breaches.
- Documented solutions for self-service support, creating user-friendly guides and knowledge base articles.
- Conducted regular system audits to identify vulnerabilities and ensure compliance with security standards.
- Provided training and guidance to users on system usage and security protocols.
- Managed SQL Server databases, including installation, configuration, monitoring, optimization, and troubleshooting.

### **Technical Skills:**

- **Operating Systems:** Windows Server (2012-2022), Linux
- **Virtualization:** VMware vSphere, Hyper-V
- **Network Management:** Active Directory, DNS, DHCP, PRTG Network Monitoring, Cisco routers and switches
- **Security:** SonicWall, Fortinet, Sophos firewalls, ESET endpoint protection, Group Policies
- **Cloud Services:** Microsoft 365, Azure IaaS
- **Storage Solutions:** NAS Synology, SAN solutions
- **Backup and Recovery:** Veeam, Acronis
- **Documentation:** System configurations, troubleshooting guides, knowledge base articles
- **Support Tools:** Ticketing systems, Customer Helpdesk Tool
- **Database Management:** SQL Server
- **Communication Tools:** Microsoft Teams, Outlook, SharePoint

### **Education:**

#### ➤ **Bachelor of Science in Information Technology**

University of Gujrat, Gujrat, Pakistan

### **Certifications:**

- Microsoft Certified Azure Administrator Associate
- Microsoft Certified Azure Fundamentals
- Microsoft 365 Certified: Fundamentals
- Microsoft Certified Professional (MCP)
- Microsoft Certified Solutions Associate (MCSA)
- Microsoft Certified Solutions Expert (MCSE)
- Cisco Certified Network Associate (CCNA)

### **Training and Certificates:**

- CompTIA Network+ (LinkedIn Learning Certificate)
- CompTIA Security+ (LinkedIn Learning Certificate)
- VMware Data Center Virtualization (LinkedIn Learning Certificate)
- ITIL Foundation Certification (LinkedIn Learning Certificate)