Salman Gulfam Hussain

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Career Objective:

Experienced IT professional with over 7 years of expertise in managing and optimizing IT infrastructure, including system administration, network management, and cloud services. Proven expertise in VMware, Microsoft 365, Azure, and network security. Adept at solving complex technical issues, ensuring system security, and providing exceptional end-user support. Seeking to leverage my experience and certifications (MCSA, MCSE, CCNA) to contribute to the success of a dynamic team while continuing to grow professionally in an IT support or systems administration role.

Professional Experience:

IT Support Engineer | Data Wave Technologies LLC
February 2024 – Present | Dubai, UAE
Key Responsibilities & Achievements:

- **Server & Network Management:** Administered Windows Server environments, including Active Directory, DHCP, File Server, and Hosting Server to ensure optimal security and performance.
- **Virtualization:** Managed VMware vSphere and Hyper-V, enhancing resource management and virtualization efficiency.
- **Cloud Services:** Oversaw Microsoft 365 services (Outlook, Teams, SharePoint), and managed file sharing and permissions, enabling seamless collaboration.
- **Storage & Backup:** Managed NAS/SAN storage solutions, implementing Veeam and Acronis for reliable backup and disaster recovery.
- **Security:** Configured and monitored SonicWall and Fortinet firewalls to protect against cybersecurity threats and ensure safe data transmission.
- **Network Infrastructure:** Implemented Group Policies, established a secure VPN network across branches, and installed new routers and switches to optimize connectivity.
- **End-User Support:** Provided technical support for MS Office, QuickBooks, CRM systems, and meeting room tech (TVs, cameras).
- **VoIP Management:** Administered IP PBX systems, troubleshooting and optimizing VoIP phones for efficient communication.
- **Documentation & Training:** Developed system configuration documentation and troubleshooting guides. Conducted onboarding training for new employees on IT systems and tools.

IT Support Officer | Sialkot International Airport
June 2019 – January 2024 | Sialkot, Pakistan
Key Responsibilities & Achievements:

- **Server Management:** Managed Windows Server environments (Active Directory, DNS, DHCP) to ensure secure and efficient operations.
- **Cloud Integration:** Oversaw Microsoft 365 services and utilized Azure IaaS for backup and disaster recovery, maintaining data integrity.
- **Firewall & Security:** Configured and monitored Sophos firewalls for network protection against cybersecurity threats.
- **Network Monitoring:** Utilized PRTG network monitoring software to ensure the reliability and performance of the network infrastructure.
- **Backup Solutions:** Managed NAS Synology storage for secure data storage and backup solutions.
- **Customer Support:** Delivered excellent technical support for SITA systems, ensuring smooth IT operations for the aviation industry.
- **Hardware & Network:** Installed and configured network hardware, troubleshooting access points and routers to improve network performance.

Assistant IT Manager | Techno Instruments (PVT) Ltd
June 2018 – May 2019 | Sialkot, Pakistan
Key Responsibilities & Achievements:

- **End-User Support:** Provided proactive technical support for hardware, software, and network issues, ensuring efficient resolution.
- **System Configuration:** Installed, configured, and updated operating systems, software, and hardware components.
- **Security & Audits:** Conducted system audits to identify vulnerabilities, maintaining strong security protocols and system integrity.
- **Database Management:** Managed SQL Server databases, ensuring optimal performance, security, and troubleshooting of issues.
- **Documentation & Training:** Created user-friendly guides for self-service support, and conducted training for employees on IT tools and best practices.

Technical Skills

- **Operating Systems:** Windows Server (2012-2022), Linux
- **Virtualization:** VMware vSphere, Hyper-V
- **Network Management & Security:**
  - Active Directory, DNS, DHCP
  - Cisco Routers & Switches, PRTG Network Monitoring
  - SonicWall, Fortinet, Sophos firewalls
  - Group Policies, VPN Configuration
- **Cloud Services:** Microsoft 365, Azure IaaS
- **Storage & Backup Solutions:**
  - NAS Synology, SAN Solutions
  - Veeam, Acronis (Backup & Recovery)
  - Database Management: SQL Server
- **Documentation & Support Tools:**
  - System Configurations, Troubleshooting Guides, Knowledge Base Articles
  - Ticketing Systems, Customer Helpdesk Tool
- **Communication Tools:** Microsoft Teams, Outlook, SharePoint

Certifications:

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

Education:

- **Bachelor of Science in Information Technology**
  University of Gujrat, Gujrat, Pakistan