

# Usama Bin Ishaq

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## Professional Summary

Highly motivated **IT Professional** with **10+ years of experience** managing complex IT projects across healthcare, manufacturing, FMCG, and technology industries. Proven expertise in **Microsoft Azure, Active Directory, Citrix Workspace, IT Asset Management** and **ITIL processes**. Adept at delivering exceptional customer service, troubleshooting technical issues, and optimizing IT infrastructure for peak performance. Passionate about continuous learning and leveraging cutting-edge technologies to drive organizational growth.

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## Core Competencies

- **IT Infrastructure Management:** Microsoft Azure, Active Directory, Citrix Workspace, Microsoft Intune
  - **ITIL Processes:** Incident Management, Problem Resolution, IT Asset Management
  - **Cloud Computing:** Microsoft Autopilot, Office 365, Citrix Cloud
  - **Technical Support:** Hardware/Software Troubleshooting, Remote Support, End-User Experience Monitoring
  - **Tools & Technologies:** ServiceNow, Blancco, LogMeIn Rescue, Zscaler, BMC Remedy, Asset Track
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## Professional Experience

### IT Asset Management Executive

⌚ Mar 2024 – Present

⌚ Rahim Yar Khan, Pakistan | Resource Provider: Steps Ahead Private Limited (SAPL)

- Provided **hardware and software support** for desktops and laptops, ensuring seamless operations.
- Managed **IT asset inventory** using AssetTrack Tool, maintaining accuracy and compliance.
- Deployed and configured **Windows 11 devices** using Microsoft Autopilot Technology.
- Resolved user issues via **ServiceNow ITIL tool**, ensuring high customer satisfaction.
- Utilized **Atemity's APM and EUEM tools** to optimize IT infrastructure and enhance user experience.
- Conducted **end-of-life device wiping** using Blancco, ensuring data security.
- Oversee the distribution and management of **IT assets & peripherals** across **multiple locations**.

### Business Support Centre Engineer

⌚ Oct 2019 – Feb 2024 (4 years 5 months)

⌚ Rahim Yar Khan, Pakistan | Resource Provider: Ntek Solutions, Managed by Outsource International & Unisys

- Delivered **IT support** for Microsoft Azure, Active Directory, and Citrix Workspace users.
- Built and deployed **Windows 10 devices** using SCCM and Microsoft Autopilot.
- Provided **remote IT support** via LogMeIn Rescue and MS Teams, resolving issues efficiently.
- Monitored and optimized IT performance using **Atemity's APM and EUEM tools**.
- Ensured compliance with **ITIL processes** through ServiceNow ticketing system.

## IT Coordinator

### The Indus Hospital | Mar 2016 – Oct 2019 (3 years 8 months)

⌚ Rahim Yar Khan, Pakistan

- Managed **ERP/HMIS systems**, ensuring smooth operations and data integrity.
- Provided **end-user support** for HMIS and Oracle databases, resolving technical issues using PL/SQL.
- Conducted **training sessions** for staff on HMIS functionalities, improving system adoption.
- Compiled **monthly statistical reports** for decision-making, enhancing operational efficiency.
- Administered **Office 365 accounts**, including user creation, permissions, and password resets.

### Key Punch Operator (ERP System Specialist)

### Reckitt Benckiser Group PLC | Jan 2015 – Mar 2016 (1 year 3 months)

⌚ Rahim Yar Khan, Pakistan | *Company: Saad & Brothers RYK*

- Managed **Sidat Hyder ERP system** for inventory and financial data accuracy.
- Provided **IT desktop support**, resolving technical issues for end-users.
- Generated and processed **invoices**, ensuring financial compliance.

### Trade Marketing Officer

### CCL Pharmaceuticals | Jun 2014 – Dec 2014 (7 months)

⌚ Rahim Yar Khan, Pakistan

- Developed and executed **trade marketing plans** to drive sales of pharmaceutical products.
- Built strong relationships with **retailers, wholesalers, and distributors** across the region.
- Analysed market trends and competitor activity to identify growth opportunities.

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## Education

- **Bachelor of Science (BS) in Computer Science**

*University of South Asia | 2012 – 2016*

Specialization: Software Engineering

- **Diploma of Associate Engineering (DAE) in Electronics**

*PBTE Lahore | 2008 – 2011*

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## Certifications

- AWS Cloud Practitioner Essentials – *Amazon Web Services (AWS)*
- NSE 1, NSE 2, NSE 3 – *Fortinet* | Apr 2020 – Apr 2022
- NAKIVO Sales & Technical Professional Training – *NAKIVO* | Sep 2023 – Sep 2024
- SEO & Freelancing – *Virtual University of Pakistan*
- Mobile App Development (Android & iOS) – *e-Rozgaar Program, Punjab IT Board*

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## Skills

- ITIL Processes | Microsoft Azure | Active Directory | Citrix Workspace | Windows 11/10 Deployment | Microsoft Intune | Zscaler | ServiceNow | Blancco | LogMeIn Rescue | BMC Remedy
- Web Development | Game Development | Mob Apps Development | AI Prompts
- ERP/HMIS System | Oracle PL/SQL | Office 365 Administration

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## Additional Information

- **Languages:** English (Fluent), Urdu (Native)
- **Training:** Unilever BSC Engineer Training – *Jabel Ali, Dubai* (2019)
- **Interests:** Cloud Computing, Cybersecurity, IT Infrastructure Optimization, Coding / Development.