

Usama Bin Ishaq

📍 Rahim Yar Khan District, Punjab, Pakistan

✉️ usama.ishaq@live.com | 📞 +923228904425

🔗 [linkedin.com/in/usamabinishaq](https://www.linkedin.com/in/usamabinishaq) | 🔗 <https://usamaishaq92.github.io/ubi/>

Professional Summary

Highly motivated **IT Professional** with **9+ years of experience** managing complex IT projects across healthcare, manufacturing, FMCG, and technology industries. Proven expertise in **Microsoft Azure, Active Directory, Citrix Workspace**, 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.

Core Competencies

- **IT Infrastructure Management:** Microsoft Azure, Active Directory, Citrix Workspace, Microsoft Intune
 - **ITIL Processes:** Incident Management, Problem Resolution, 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, Pulse Secure
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Professional Experience

IT Depot and Helpdesk Engineer

Unilever | 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.

Business Support Centre Engineer

Unilever | 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.

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

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

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**

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.